STIC EIC 3600
Search Request Form

Today's Date: 5/17/05

Class/Subclass 705/26

What date would you like to use to limit the search?

Priority Date: _____ Other: _____

Name James Kramer

AU 3627 _____ Examiner # 79405

Room # 5D28 _____ Phone _____

Serial # 09/874,195

Format for Search Results (Circle One):

PAPER   DISK   EMAIL

Where have you searched so far?

USP   DWPI   EPO   JPO   ACM   IBM TDB

IEEE   INSPEC   SPI   Other _____

Is this a "Fast & Focused" Search Request? (Circle One)   YES   NO

A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC3600 and on the EIC3600 NPL Web Page at http://ptoweb/patents/stic/stic-tc3600.htm.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

Method of Returning a product (item or good)

- Checking via a local Computer for Return policy to getting a likely Return status

- presenting item to Computer at a business establishment & Receiving a definitive Return status

Novelty is this two-tiered. Checking, first on local Computer & then w/ Computer at business establishment.

(See Claim 1 attached)

STIC Searcher _____   Phone _____

Date picked up _____   Date Completed _____

STIC Search Report

EIC 3600

STIC Database Tracking Number: 153758

TO: James A Kramer
Location: 5D28
Art Unit : 79405
Monday, May 23, 2005

Case Serial Number: 09/874195

From: Sylvia Keys
Location: EIC 3600
Knox 4B68
Phone: 571.272.3534

sylvia.keys@uspto.gov

Search Notes

Dear Examiner Kramer,

Please read through the results.

If you have any questions, please do not hesitate to contact me.

Sylvia

Today's Date:	Class/Subclass	What date would you like to use to limit the search?
5/17/c5	705/26	Priority Date: Other:

Name _James Kramer_

AU 3627   Examiner # 79405

Room # 5D28   Phone _____

Serial # 09/874,195

Format for Search Results (Circle One):

PAPER   DISK   EMAIL

Where have you searched so far?

USP   DWPI   EPO   JPO   ACM   IBM TDB

IEEE   INSPEC   SPI   Other _____

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A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC3600 and on the EIC3600 NPL Web Page at http://ptoweb/patents/stic/stic-tc3600.htm.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

Method of Returning a product (item or good)

- Checking via a local Computer for Return policy to getting a likely Return status

- presenting items to Computer at a business establishment & Receiving a definitive Return status

Novelty is this two-tiered checking, first on local Computer & then w/ computer at business establishment-

(See claim 1 attached)

STIC Searcher _____ Phone _____

Date picked up _____ Date Completed _____

STIC Search Results
Feedback Form

EIC 3600

Questions about the scope or the results of the search? Contact *the EIC searcher or contact*:

Karen Lehman, EIC 3600 Team Leader
571.272.3496 Knox suite 4B68

Voluntary Results Feedback Form

➤ *I am an examiner in Workgroup:* [   ]   *Example: 3620 (optional)*

➤ *Relevant prior art found, search results used as follows:*

- ☐ 102 rejection
- ☐ 103 rejection
- ☐ Cited as being of interest.
- ☐ Helped examiner better understand the invention.
- ☐ Helped examiner better understand the state of the art in their technology.

Types of relevant prior art found:

- ☐ Foreign Patent(s)
- ☐ Non-Patent Literature
  (journal articles, conference proceedings, new product announcements etc.)

➤ *Relevant prior art not found:*

- ☐ Results verified the lack of relevant prior art (helped determine patentability).
- ☐ Results were not useful in determining patentability or understanding the invention.

Comments:

```
File   16:Gale Group PROMT(R) 1990-2005/May 20
          (c) 2005 The Gale Group
File  148:Gale Group Trade & Industry DB 1976-2005/May 23
          (c)2005 The Gale Group
File  160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File  275:Gale Group Computer DB(TM) 1983-2005/May 20
          (c) 2005 The Gale Group
File  621:Gale Group New Prod.Annou.(R) 1985-2005/May 23
          (c) 2005 The Gale Group
File  636:Gale Group Newsletter DB(TM) 1987-2005/May 20
          (c) 2005 The Gale Group
File    9:Business & Industry(R) Jul/1994-2005/May 20
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File   15:ABI/Inform(R) 1971-2005/May 23
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File   95:TEME-Technology & Management 1989-2005/Apr W2
          (c) 2005 FIZ TECHNIK
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          (c) 2005 Financial Times Ltd
File  610:Business Wire 1999-2005/May 23
          (c) 2005 Business Wire.
File  613:PR Newswire 1999-2005/May 20
          (c) 2005 PR Newswire Association Inc
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          (c) 2005 McGraw-Hill Co. Inc
File  634:San Jose Mercury  Jun 1985-2005/May 20
          (c) 2005 San Jose Mercury News
File  810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File  813:PR Newswire 1987-1999/Apr 30
          (c) 1999 PR Newswire Association Inc
File   47:Gale Group Magazine DB(TM) 1959-2005/May 23
          (c) 2005 The Gale group
File  635:Business Dateline(R) 1985-2005/May 21
          (c) 2005 ProQuest Info&Learning
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          (c) 2005 The Gale Group
File  477:Irish Times 1999-2005/May 22
          (c) 2005 Irish Times
File  710:Times/Sun.Times(London) Jun 1988-2005/May 21
          (c) 2005 Times Newspapers
File  711:Independent(London) Sep 1988-2005/May 22
          (c) 2005 Newspaper Publ. PLC
File  756:Daily/Sunday Telegraph 2000-2005/May 23
          (c) 2005 Telegraph Group
File  757:Mirror Publications/Independent Newspapers 2000-2005/May 23
          (c) 2005
File  387:The Denver Post 1994-2005/May 20
          (c) 2005 Denver Post
File  471:New York Times Fulltext 19802005/May 23
          (c) 2005 The New York Times
File  492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
          (c) 2002 Phoenix Newspapers
File  494:St LouisPost-Dispatch 1988-2005/May 22
          (c) 2005 St Louis Post-Dispatch
File  498:Detroit Free Press 1987-2005/May 20
          (c) 2005 Detroit Free Press Inc.
File  631:Boston Globe 1980-2005/May 20
```

Sylvia Keys   23-May-05 12:59 PM

Set	Items	Description
S1	279036	RETURN?(5N)(ITEM OR ITEMS OR PRODUCT OR PRODUCTS OR MERCHA-NDISE OR GOOD OR GOODS OR GROCER?)
S2	86775	(COMPUTERI? OR AUTOMATED OR ONLINE OR ON()LINE OR LOCAL)(5-N)(POLICY OR POLICIES)
S3	1566	S2(5N)(COMPAR? OR MATCH? OR CORRELAT? OR IDENTIF? OR SIMIL-AR OR SAME)
S4	54819	(RETAIL? OR BAM OR BRICK(1W)MORTAR OR STORE OR STORES OR S-HOP OR SHOPS OR IN()PERSON)(5N)(POLICY OR POLICIES OR STATUS)
S5	4231	(S2 OR S4)(5N)(LOOKUP OR LOOK()UP OR CHECK? OR VERIF? OR C-ONFIRM? OR DISPLAY OR FIND OR REQUEST? OR RETRIEV? OR VIEW?)
S6	62735	(MULTITIER? OR BOTH)(3N)(LOOKUP OR LOOK()UP OR CHECK? OR V-ERIF? OR CONFIRM?)
S7	364	AU=(CHRISTENSEN, J? OR CHRISTENSEN J? OR DURI, S? OR DURI -S? OR MOSKOWITZ, P? OR MOSKOWITZ P? OR MURDOCK, J? OR MURDOCK J?)
S8	8	S1(S)S3
S9	5	RD (unique items)
S10	262	S1(S)S2
S11	58	S10(S)S4
S12	56	S11 NOT S9
S13	56	S12(S)(RETAIL? OR BAM OR BRICK(1W)MORTAR OR STORE OR STORES OR SHOP OR SHOPS OR IN()PERSON)
S14	35	RD (unique items)
S15	0	S1(S)S7

9/3,K/1   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

06883596   Supplier Number: 58288744 (USE FORMAT 7 FOR FULLTEXT)
BizRate.com Survey Reveals Better Return Policies Could Mean Bigger
  Business for Online Retailers.
PR Newswire, p4972
Dec 17, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 630

...   retailer versus
      returned to an offline store.
      -- 73 percent of those surveyed said that return **policies** for
online
      stores are **comparable** to **returning**   **items** purchased through a
catalog.
      -- On average, survey respondents had returned only one to two items
 ...

 9/3,K/2   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

01736776 Supplier Number: 24499630
GIFT EXCHANGES, RETURNS TO TEST ONLINE SHOPS' CUSTOMER SERVICE
(Consumer protection agencies are monitoring how on-line merchants deal
  with returns and exchanges; online sales reached $2.5-5 bil this year, vs
  $1.1 bil in 1997)
Plain Dealer , p 2-C
January 01, 1999
DOCUMENT TYPE: Regional Newspaper; Survey   (United States)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:
...protection agencies are monitoring how on-line merchants are dealing
with customers who wish to **return** or exchange unwanted or defective
merchandise . Over the holidays, sales of online merchants such as SkyMall,
Eddie Bauer and Sharper Image...

...23% between 1996 and 1997. A review of a dozen Web sites indicate that
most **on - line** merchants have return or exchange **policies**   **similar** to
those of traditional retailers and mail-order catalogs. Some online
merchants that also have...

 9/3,K/3   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02884189 824105231
CUSTOMER SERVICE IN THE INTERNET-ENABLED LOGISTICS SUPPLY CHAIN: WEBSITE
DESIGN ANTECEDENTS AND LOYALTY EFFECTS
Dadzie, Kofi Q; Chelariu, Cristian; Winston, Evelyn
Journal of Business Logistics v26n1 PP: 53-78 2005
ISSN: 0735-3766 JRNL CODE: JBL

Sylvia Keys   23-May-05 12:16 PM

WORD COUNT: 7774

...TEXT: abundant information increases the efficiency of online buying decisions (Reibstein 2002). With the ability to **compare** merchandise availability, prices, locations, delivery **policies** , etc., **online** shoppers can avoid time-consuming errors that often result in wrong orders, late deliveries, and **return goods** . Consequently, cycle time expectations will be more realistic (i.e., expectations will be lower than ...

9/3,K/4   (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

05836553   (USE FORMAT 7 OR 9 FOR FULLTEXT)
The elusive exchange desk for online purchases: Who hears complaints?
GEOF WHEELWRIGHT
FINANCIAL POST, p04
June 21, 1999
JOURNAL CODE: FFP   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 596

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   you, say, received the wrong goods.
   Arch-competitor Wal-Mart Online offers similar policies for **returns** on **items** purchased from its Web site. The company says that if you receive an item that...

9/3,K/5   (Item 1 from file: 641)
DIALOG(R)File 641:Rocky Mountain News
(c) 2005 Scripps Howard News. All rts. reserv.

12500000
NFL THIS WEEK TEAMS, THE LOWDOWN, NUMBERS GAME, TIPPING THE SCALES
Rocky Mountain News (RM) - FRIDAY, November 12, 2004
By: Richard Lord, Rocky Mountain News
Edition: Final Section: Football Weekend Page: 9F
Word Count: 1,370

TEXT:
... 5) 11 a.m. Sunday * Bears QB Craig Krenzel has completed less than 50 percent **of** his passes **and** has been sacked 12 times in 65 pass attempts yet is 2-0 as a...

... will catch a break - Steve McNair (bruised sternum) looks like he won't play. 21 **sacks**   for the Bears **defense** , three more than it managed all last season. * The Titans will try to force Krenzel to prove **he** can beat them, crowding the **line** of **scrimmage** . That strategy **produces**   a win. Houston (4-4) at Indianapolis (5-3) 11 a.m. Sunday * Houston was brought ...

... the league. * Houston's offense is good, Indy's offense is great. The Colts' superior **run** -pass balance gives them a **decided** edge, especially at home. Baltimore (5-3) at N.Y. Jets (6-2) 11 a.m. Sunday * Bad **timing**   for Quincy Carter - **he** **makes** **his** first Jets start in place of injured Chad Pennington against the nasty Ravens defense. His...

... 4 passer rating for opposing QBs against the Ravens "D," the lowest rating against any **NFL** defense. * **Unless** Carter **shocks** the world (**unlikely**), Baltimore will crowd **the** line **of** scrimmage, stuff the **run** , force the pass and prosper. Seattle (5-3) at St. Louis (4-4) 11 a...

...it in firm control of the NFC West, a loss and it is tied, so **this** game is huge. While the **Seahawks** have **reasserted** themselves behind the tough running of Shaun Alexander, the Rams have lost two in a row, **allowing** 71 points in the **process** . **24sacks** of Rams QB Marc Bulger, including five last week in a loss to New England...

... likely shootout boils down to two questions: Can the Rams protect Bulger? Can St. Louis **stop** **Alexander** ? **Toss** a coin! Tampa Bay (3-5) at Atlanta (6-2) 11 a.m. Sunday * Certainly...

... has been decimated by injuries and Atlanta is No. 3 in the league in rushing. **Edge** , Falcons. Detroit (4- **4**) at Jacksonville (5-3) 11 a.m. Sunday * Like most Jaguars games, this should be...
...touchdowns for Detroit's Roy Williams, tops for a rookie this season. He has one **touchdown** **for** every 5.4 catches. * The Jaguars likely will stuff the run, forcing Detroit to be...

...runs. Kansas City (3-5) at New Orleans (3-5) 11 a.m. Sunday (CBS **4**) * The Chiefs have 132 points **the** past three games while the Saints have allowed 107, including 43 Sunday. QB Trent Green...

... 3-4) 11 a.m. Sunday * Coming off consecutive dominating wins against unbeaten teams, life **is** **good** for Bill Cowher and Pittsburgh. Of course, in the NFL, that usually means a letdown...

... continues to fire blanks; the good news is the Bengals haven't stopped the run **often** and Clinton Portis **and** the O-line are starting to click. The Bengals are coming off an encouraging effort...

... two of three, QB Kurt Warner is having fumble and sack issues and starting DEs **Michael** Strahan and Keith **Washington** are injured. The Cards, meanwhile, had their confidence buoyed by ending their 17-game road

14/3,K/1   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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11981051   Supplier Number: 131471443 (USE FORMAT 7 FOR FULLTEXT)
S KOREAN ONLINE RETAILERS ORDERED TO FIX UNFAIR PRACTICES.
AsiaPulse News, pNA
April 14, 2005
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 195

...   violated the nation's fair trade law by giving wrong information
about their product return **policies** .
       Online   retailers like GS e- **Shop** , Interpark, CJ Mall, Samsung
Mall and Lotte.com tell customers that electronic **goods** could not be
returned if the packaging is opened, it said.
       However, the law allows buyers to return products...

 14/3,K/2   (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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10981740   Supplier Number: 112725737 (USE FORMAT 7 FOR FULLTEXT)
Unfair advantage: the Office of Fair Trading is giving e-tailers until the
   end of January to respond to its draft guidelines on distance selling,
   but many are still unaware of them.(Insight)
McAuliffe, Wendy
New Media Age, p22(1)
Jan 15, 2004
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade·
Word Count: 1036

...   customers.
       "The Regulations are aimed at replacing that real-life experience
you have in a **shop** ," says Ustaran. "Customers have the right to see the
product at home, but this doesn't mean they can take advantage of the
retailer ."
       Refunds **policies** cause the greatest headache for **online**
retailers , and in May 2002 Amazon.co.uk and Bol.com were told by the OFT
to include delivery charges in refunds to customers who **return   goods**
within the legal cooling-off period. The OFT stated that normal postage and
packing charges...

 14/3,K/3   (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

09355390   Supplier Number: 81825269 (USE FORMAT 7 FOR FULLTEXT)
Online Shopping Finally On Par with Brick & Mortars Experience, Answerthink
   Holiday Web Shopping Study Reveals.
Business Wire, p2272
Jan 16, 2002
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1417

...   provide the remarkable customer service of free upgrades from Standard Shipping.
      Return Experience Needs Improvement
      Returns policies that include returning **merchandise** bought **online** to **store** locations are more prevalent in 2001; however, execution remains a huge problem. 91 percent of **retailers** honored the simple no questions return policy, but only 18 percent provided simple return procedures. Returns processing at many **stores** is cumbersome and customer service associates are unfamiliar with **store policy** and/or procedures for accepting **returns** for web-purchase **products** .
      Ongoing Relationship Management Is the Next Step
      To date, only 21 percent of sites shopped...

14/3,K/4   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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08149991   Supplier Number: 68162129   (USE FORMAT 7 FOR FULLTEXT)
Online Holiday Shoppers: Do You Know Where and What Your Returns Policy
  Is?; Extraprise Warns Caveat Dator...Giver Beware.
Business Wire, p2663
Dec 18, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 974

...   annual research project with a report titled, "E-Returns in Season 2000." This research surveyed **merchandise returns policies** of 50 leading **online retailing** sites as an indicator of the level of customer service provided by these **retailers** . According to Extraprise, most online **retailers** are still missing the mark in customer support.
      Key Findings
      --48% do not explicitly assign...

14/3,K/5   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

07217267   Supplier Number: 61477069   (USE FORMAT 7 FOR FULLTEXT)
Rate Of Growth Of Online Consumer Buying Begins To Lose Momentum.
Research Alert, v18, n7, p1
April 7, 2000
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1304

...   clothing purchases online. Half of those make their Internet purchases in addition to shopping in **stores** . The most common reasons for not wanting to buy clothes online include an inability to try the clothes on (85%), an inability to see the **items in person** (78%) and unacceptable **return policies** (70%). (**Online**)
      Sources
      "Wharton Virtual Test Market," Forum on Electronic Commerce, Jerry Lohse, Research Director, Wharton School...

14/3,K/6   (Item 6 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

07076886   Supplier Number: 59640283   (USE FORMAT 7 FOR FULLTEXT)
**Evergreen Internet Delivers Universal Pricing and Inventory Solution for
  Integrating Retail Point-of-Sales and ECommerce Solutions.**
Business Wire, p0030
Feb 29, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1060

...   system between traditional Point-of-Sales (POS) systems and
ECommerce storefronts.
       ;;;; **Retail** companies struggling with how to bridge the gap between
traditional **retail   stores** (who set their own pricing and inventory
policies) and the **retail   on - line** storefront, now have an open
standards approach to integrate and combine the strengths and advantages of
both off-line and on-line **retail** pricing and inventory control. Customers
visiting **retail** storefronts want the flexibility to make purchase
decisions on-line that determine **product** availability and **return**
policies at **local   stores** . No system exists that offers a universal way
to integrate disparate POS systems with the...
...storefront so that pricing and inventory can be distributed and
centrally managed. Using ECential for **Retail** , customers would be able to
purchase products on-line and select specific pricing and inventory based
upon the local **retail   store** location they desire to pickup the product.
Based upon the ECential for **Retail** pricing/inventory system, each
location defines their pricing, promotions, and discounts policies that
would then...

   14/3,K/7   (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06831773   Supplier Number: 57792123   (USE FORMAT 7 FOR FULLTEXT)
**FEATURE/The PC Parents Program Offers Tips for Parents of Online Shoppers;
  Kids Take to the Cybermalls.**
Business Wire, p0011
Nov 26, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 897

...   content-oriented sites is to make them buy products," says
         Kemper.

     3.   CHECK OUT RETURN **POLICIES** : Most **online   stores**
allow for full
         money-back guarantees if you're not pleased and many will
         reimburse...

   14/3,K/8   (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06197163   Supplier Number: 54124419   (USE FORMAT 7 FOR FULLTEXT)
Internet Commerce: No Longer A Novelty.
Credit Card Management, pNA

Sylvia Keys   23-May-05 12:56 PM

March, 1999
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2307

...   consumer fears about fraud, product-return policies, and other
factors less burdensome in the traditional **retail** environment must be
addressed upfront. For instance, **online retailers** should post return
policies and security promises on their Web sites if they want a steady
stream of customer...

14/3,K/9   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

11772039   SUPPLIER NUMBER: 58038463   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Rising to the Challenge: Trends for 2000.
Simmons, Michael B.
National Real Estate Investor, 41, 14, IR2
Nov, 1999
ISSN: 0027-9994   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 5835   LINE COUNT: 00471

...   online, but they are competing with themselves."
    That scenario, however, is slowly changing. For example, **retailer**
Eddie Bauer just changed its **policy** so that **merchandise** bought **online**
can be **returned** to a physical **store** . The **retailer** also upgraded its
website so that a shopper can click on a pair of pants...

14/3,K/10   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2005 The Gale Group. All rts. reserv.

02635668   SUPPLIER NUMBER: 90333011   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Gender differences in perceptions of Web-based shopping: women have yet to
   welcome Web-based shopping as readily as men. A primary factor for this
   state is how men and women view shopping. Understanding those differences
   will help vendors address this vital pool of consumers.**
Van Slyke, Craig; Comunale, Christie L.; Belanger, France
Communications of the ACM, 45, 8, 82(5)
August, 2002
ISSN: 0001-0782   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 3124   LINE COUNT: 00272

...   expectations, they may see Web-based shopping as more beneficial
and less risky. Computer hardware **retailers** have long used **policies**
such as the "30-day, money-back guarantee" to overcome online shopping
hesitation. **Retailers** of other types of products may find that following
this lead increases the success of...

14/3,K/11   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2005 The Gale Group. All rts. reserv.

05065059   Supplier Number: 77576087   (USE FORMAT 7 FOR FULLTEXT)
Return Policy Important To Electronics Buyers.(Brief Article)
Research Alert, v19, n16, p8

Sylvia Keys   23-May-05 12:56 PM

August 17, 2001
Language: English   Record Type: Fulltext
Article Type: Brief Article
Document Type: Newsletter; Trade
Word Count: 138

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
 Most consumers (95%), whether shopping **online** or off, consider the
return **policy** of a **retailer** when deciding to purchase consumer
electronics products, according to the Consumer Electronics Association.
Half (50%) of online consumers have chosen not to purchase a **product**
because the **return** policy was too strict. Among those who have **returned**
a consumer electronics **product** in the past two years, 81% believe that a
stricter return policy would not have...

 14/3,K/12   **(Item 2 from file: 636)**
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2005 The Gale Group. All rts. reserv.

04498655   Supplier Number: 57900241   (USE FORMAT 7 FOR FULLTEXT)
INTEL: The PC Parents Program offers tips for paparents of online shoppers.
M2 Presswire, pNA
Dec 1, 1999
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 897

...   MAKE YOUR KIDS SAVVY CONSUMERS: Make sure kids know which company
is behind these online **stores** and the location of its headquarters. Is
there a street address? "Online shopping is a...be aware that the purpose
of many content-oriented sites is to make them buy **products** ," says
Kemper.
       CHECK OUT **RETURN** **POLICIES** : Most **online** **stores** allow for full
money-back guarantees if you're not pleased and many will reimburse you for
the cost of **returning** any **items** . Be sure you know the **return** policy
before you lay down any money.
       USE PARENTAL CONTROLS: Tell your children never to...

 14/3,K/13   **(Item 1 from file: 9)**
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

03242781 Supplier Number: 112725737   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Unfair advantage: the Office of Fair Trading is giving e-tailers until the
   end of January to respond to its draft guidelines on distance selling,
   but many are still unaware of them.
(Insight)
New Media Age, p 22
January 15, 2004
DOCUMENT TYPE: Journal   ISSN: 1364-7776   (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 956

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...customers.

Sylvia Keys   23-May-05 12:56 PM

"The Regulations are aimed at replacing that real-life experience you have in a **shop** ," says Ustaran. "Customers have the right to see the product at home, but this doesn't mean they can take advantage of the **retailer** ."

Refunds **policies** cause the greatest headache for **online retailers** , and in May 2002 Amazon.co.uk and Bol.com were told by the OFT to include delivery charges in refunds to customers who **return goods** within the legal cooling-off period. The OFT stated that normal postage and packing charges...

 14/3,K/14   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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02314205 Supplier Number: 25886164
buy.com Boosts Returns Process Efficiency with New Solution
(UPS and buy.com develop Returns on the Web, reducing buy.com's
  return-related phone calls by 40%; buy.com processes 20,000-25,000
  orders/day, and UPS delivers 13.1 mil packages/day)
Stores, v 82, n 11, p 72+
November 2000
DOCUMENT TYPE: Journal ISSN: 0039-1867 (United States)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:
...Atlanta, GA; UPS) worked with buy.com to introduce Returns on the Web process to **return merchandise** bought online. Consumers print an electronic authorized return service label from their home computer and...

...off packages to be returned at any UPS location or with a UPS driver. Return **policies** of **online retailers** influence 89% of shoppers when making purchasing decisions, according to a BizRate study. Gartner Group...

...25%. Returns account for less than 4% of product sales. at buy.com. The e- **retailer** operates 11 specialty **stores** and processes 20,000-25,000 orders each day. The company credits **good** merchandising for its low **return** rates. UPS delivers over half of purchases made online and handles daily delivery of 13...

 14/3,K/15   (Item 3 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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01803838 Supplier Number: 24561099   (USE FORMAT 7 OR 9 FOR FULLTEXT)
No Longer A Novelty
(Electronic commerce continues to grow, with online sales totalling $6.1
  bil in 1998, up from $4 bil in 1997)
Credit Card Management Special Merchant-Acquiring Supplement, p 8+
March 1999
DOCUMENT TYPE: Journal; Industry Overview ISSN: 0896-9329 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2236

      (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...consumer fears about fraud, product-return policies, and other factors

Sylvia Keys   23-May-05 12:56 PM

less burdensome in the traditional **retail** environment must be addressed upfront. For instance, **online** **retailers** should post return **policies** and security promises on their Web sites if they want a steady stream of customer...

14/3,K/16   **(Item 1 from file: 15)**
DIALOG(R)File   15:ABI/Inform(R)

02682293   526374251
INSIGHT: Unfair advantage
Anonymous
New Media Age   PP: P.22   Jan 15, 2004
ISSN: 1364-7776   JRNL CODE: NMA
WORD COUNT: 1010

...TEXT: customers.

    "The Regulations are aimed at replacing that real-life experience you have in a **shop** ," says Ustaran. "Customers have the right to see the product at home, but this doesn't mean they can take advantage of the **retailer** ."

    Refunds **policies** cause the greatest headache for **online** **retailers** , and in May 2002 Amazon.co.uk and Bol.com were told by the OFT to include delivery charges in refunds to customers who **return** **goods** within the legal cooling-off period. The OFT stated that normal postage and packing charges...

14/3,K/17   **(Item 2 from file: 15)**
DIALOG(R)File   15:ABI/Inform(R)

02509553   257954191
Many happy returns
Evan, Marie
Black Enterprise   v33n5   PP: 140   Dec 2002
ISSN: 0006-4165   JRNL CODE: BEN
WORD COUNT: 681

...TEXT: Shasha Richardson, a spokesperson for Nordstrom Inc., a chain known for its shopper-friendly return **policy** . "Our Alaska **store** has accepted a pair of tires," laughs Richardson. "We have a trust relationship with our...

...But nothing is written in stone, so it's very important to know what the **store** 's **policy** is before you buy.

 Online returns can prove to be a bit more challenging. Only about 58% of online **retailers** allow customers to return items to a **brick** -and- **mortar** **store** . Victoria's Secret, the lingerie chain, and Toys "R" Us, the children's toys titan...

14/3,K/18   **(Item 3 from file: 15)**
DIALOG(R)File   15:ABI/Inform(R)

01791961 04-42952
No longer a novelty
Zbar, Jeffery D
Credit Card Management v11n12 (The Year 2000 Money Pit) PP: 8-12 Mar 1999
ISSN: 0896-9329 JRNL CODE: CCM
WORD COUNT: 2318

...TEXT: consumer fears about fraud, product-return policies, and other factors less burdensome in the traditional **retail** environment must be addressed upfront. For instance, **online retailers** should post return **policies** and security promises on their Web sites if they want a steady stream of customer...

 14/3,K/19   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01767901 04-18892
Return policies irk online shoppers
Cole-Gomolski, Barb; Sliwa, Carol
Computerworld v33n4 PP: 8 Jan 25, 1999
ISSN: 0010-4841 JRNL CODE: COW
WORD COUNT: 585

ABSTRACT: The schism between the return **policies** of **online stores** and their concrete counterparts results partly from a lack of integration between their back-office...

...be a result of their fast growth. A recent survey found that the ability to **return merchandise** was listed among the top 5 issues for online shoppers. ...

 14/3,K/20   (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

42095872 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Net gain
KAREN KAY
EXPRESS
May 02, 2005
JOURNAL CODE: FDE   LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 906

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   responsibility to pay return postage costs. Always keep a record of postage if you are **returning goods** .
    IF you are buying from abroad, check additional shipping and handling costs. In some cases...

 14/3,K/21   (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

20612935 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Business Briefs
SOUTH CHINA MORNING POST, p5
January 07, 2002
JOURNAL CODE: FSCP   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 426

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   the strictest Hong Kong online retailers. Their policies state
"customers shall not be entitled to **return** a **product** simply because it
does not correspond exactly to its online picture".
      None of the SAR...

   14/3,K/22   (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

13878111   (USE FORMAT 7 OR 9 FOR FULLTEXT)
The Ecometry Scale of the Cyber-Shopper -2-
PR NEWSWIRE
November 21, 2000
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 453

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   Rapid Returner: -- Understands the technology and has confidence in
its security and reliability -- Studies return **policies** and tests each
 retailer for ease of use and no hassle return policy -- Has favorite list
of shopping sites...

   14/3,K/23   (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

13237977   (USE FORMAT 7 OR 9 FOR FULLTEXT)
The Atlanta Journal and Constitution E-Business News Column
KRTBN   KNIGHT-RIDDER   TRIBUNE   BUSINESS   NEWS   (ATLANTA JOURNAL AND
CONSTITUTION - GEORGIA)
October 11, 2000
JOURNAL CODE: KAJC   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 571

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

      MORE ON RETURNS: Shoppers can use E-Return **Policy** .com for links to
 retailers ' **policies** on **returning** **items** purchased **online** or in
bricks-and-mortar **stores** , as well as on shipped merchandise. They can
also find information on gift exchanges.
      www...

   14/3,K/24   (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

08495690   (USE FORMAT 7 OR 9 FOR FULLTEXT)
INTEL: The PC Parents Program offers tips for parents of online shoppers

M2 PRESSWIRE
December 01, 1999
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 879

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   many content-oriented sites is to make them buy products," says
Kemper.
       CHECK OUT RETURN   **POLICIES** : Most **online**   **stores** allow for full
money-back guarantees if you're not pleased and many will reimburse you for
the cost of **returning** any **items** . Be sure you know the **return** policy
before you lay down any money.
       USE PARENTAL CONTROLS: Tell your children never to...

 14/3,K/25   (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2005 Business Wire. All rts. reserv.

00648258 20020116016B1436 (USE FORMAT 7 FOR FULLTEXT)
Online Shopping Finally On Par with Brick & Mortars Experience, Answerthink
Holiday Web Shopping Study Reveals-Shoppers Benefit from Significant
Improvement in Content
Business Wire
Wednesday, January 16, 2002   09:23 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,342

...provide the remarkable customer service
of free upgrades from Standard Shipping.

    Return Experience Needs Improvement

 Returns   **policies** that include returning **merchandise** bought **online**
to **store**
locations are more prevalent in 2001; however, execution remains a huge
problem. 91 percent of **retailers** honored the simple no questions return
policy, but only 18 percent provided simple return procedures. Returns
processing at many **stores** is cumbersome and customer service associates
are
unfamiliar with **store** **policy** and/or procedures for accepting **returns**
for
web-purchase **products** .

    Ongoing Relationship Management Is the Next Step

To date, only 21 percent of sites shopped...

 14/3,K/26   (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2005 PR Newswire Association Inc. All rts. reserv.

00234631 19991217LAF039 (USE FORMAT 7 FOR FULLTEXT)
BizRate.com Survey Reveals Better Return Policies Could Mean Bigger
Business for Online Retailers
PR Newswire
Friday, December 17, 1999 12:10 EST

Sylvia Keys   23-May-05 12:56 PM

...retailer versus
        returned to an offline store.

    -- 73 percent of those surveyed said that return **policies** for **online
        stores** are comparable to **returning   items** purchased through a
catalog.

    -- On average, survey respondents had returned only one to two items...

14/3,K/27   (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2005 San Jose Mercury News. All rts. reserv.

12792025
STORES MUST DISPLAY RULES ON REFUNDS
San Jose Mercury News (SJ) - Monday, October 18, 2004
By: DENNIS ROCKSTROH column
Edition: Morning Final Section: Local Page: 3B
Word Count: 459·

...business.

    As far as the law goes, read on.

    Q
I'm interested in understanding **store** return **policies** .

    I went to a **local** children's boutique **store** in Los Gatos to return
an item I purchased less than two weeks ago. The...

14/3,K/28   (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2005 The Gale group. All rts. reserv.

06483887   SUPPLIER NUMBER: 94672533   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Many happy returns: what you need to know about taking merchandise back.
  (Consumer Life).**
Evan, Marie
Black Enterprise, 33, 5, 140(1)
Dec, 2002
ISSN: 0006-4165   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 491   LINE COUNT: 00041

...   Shasha Richardson, a spokesperson for Nordstrom Inc., a chain known
for its shopper-friendly return **policy** . "Our Alaska **store** has accepted
a pair of tires," laughs Richardson. "We have a trust relationship with our
...

...But nothing is written in stone, so it's very important to know what the
store 's **policy** is before you buy.
        Online returns can prove to be a bit more challenging. Only about
58% of online **retailers** allow customers to return items to a **brick** -and-
mortar   **store** . Victoria's Secret, the lingerie chain, and Toys "R" Us,

Sylvia Keys   23-May-05 12:56 PM

the children's toys titan...

 14/3,K/29   (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

2029929 47192935
INSURANCE DISCOUNTS FOR ANTITHEFT DEVICES OFTEN GO UNCLAIMED
Mohl, Bruce; Wen, Patricia
Boston Globe pB2
Dec 12, 1999
WORD COUNT: 1,497

TEXT:

     ...murkier legal world when it comes to the rules regarding retail
transactions.

     While most reputable **on - line**   **retailers** have liberal return
policies (though you usually pay the **return** postage, unless the **item**
is defective), it's unclear whether, in a dispute, local consumer laws
apply to them. And generous return **policies** do not generally apply to **on**
- line auction sites, which are the target of many consumer complaints.

     Other problems with on-line...

 14/3,K/30   (Item 1 from file: 494)
DIALOG(R)File 494:St LouisPost-Dispatch
(c) 2005 St Louis Post-Dispatch. All rts. reserv.

11860142
FOR MANY HAPPY RETURNS, HAVE RECEIPTS
St. Louis Post Dispatch (SL) - Thursday, December 26, 2002
By: Cynthia Billhartz
    Of The Post-Dispatch
    Thomas Lee, John McGuire And Shera Dalin Of The Post-Dispatch
    Contributed To This Report.
Edition: FIVE STAR LIFT Section: NEWS Page: A1
Word Count: 956

...a merchandise voucher for the original purchase value of the item.

   Following are the return **policies** for some other **local**   **retailers** :

   * Famous-Barr and Lord & Taylor stores: Both May Department Stores
retailers accept returns and will...

 14/3,K/31   (Item 1 from file: 631)
DIALOG(R)File 631:Boston Globe
(c) 2005 Boston Globe. All rts. reserv.

10346032
INSURANCE DISCOUNTS FOR ANTITHEFT DEVICES OFTEN GO UNCLAIMED
Boston Globe (BG) - Sunday, December 12, 1999
By: Bruce Mohl and Patricia Wen, Globe Staff
Edition: THIRD Section: Metro/Region Page: B2
Word Count: 1,522

Sylvia Keys   23-May-05 12:56 PM

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... murkier legal world when it comes to the rules regarding retail transactions.

While most reputable **on - line retailers** have liberal return **policies** (though you usually pay the **return** postage, unless the **item** is defective), it's unclear whether, in a dispute, local consumer laws apply to them. And generous return **policies** do not generally apply to **on - line** auction sites, which are the target of many consumer complaints.

Other problems with on-line...

14/3,K/32 **(Item 1 from file: 703)**
DIALOG(R)File 703:USA Today
(c) 2005 USA Today. All rts. reserv.

08663822
Internet has become integral part of everyday life
USA TODAY (US) - WEDNESDAY April 21, 1999
By: Lorrie Grant
Edition: FINAL Section: MONEY Page: 06B
Word Count: 707

...and cumbersome) products can be bought sight unseen.

-- Chris Newman, Kansas City, Mo.

A: I **returned** two **items** in different ways just to test the process. One was a 24-inch by 48...

... shoes I ordered over the Internet from Brooks Bros. but returned at the company's **brick** -and- **mortar store** . There was no hassle. The funds were restored to my credit card. I read all **on - line retailers** ' return **policies** before making a purchase (as I would do with traditional **retailers**).

Q: I work on a PC at work and want to get one for my...

14/3,K/33 **(Item 1 from file: 713)**
DIALOG(R)File 713:Atlanta J/Const.
(c) 2005 Atlanta Newspapers. All rts. reserv.

10785064
EBUSINESS NEWS ABOUT THE NET: 10.11.00
Atlanta Constitution (AC) - Wednesday, October 11, 2000
By: Christopher Seward; Staff
Edition: Home Section: Business Page: E2
Document Type: Column
Word Count: 685

TEXT:
* Study: 55 million to holiday e- **shop**
 * Returns Online opens metro center
 * Unclear about a return policy?
 * Siemens plans to connect workers...

... December, compared with 14 percent last year this time. The hottest

destinations will be toy **retailers** , followed by virtual department **stores** , such as Amazon.com, Walmart.com and Sears.com. According to Sean Kaldor, vice president...

... 11 million facility on Lochridge Industrial Boulevard that will be the destination of thousands of **returned** **items** purchased over the Web. The 75,000-square-foot structure also will house catalog returns and those from bricks-and-mortar **retailers** . Returns Online manages returns for **retailers** , which outsource such operations. MORE ON RETURNS: Shoppers can use E-Return **Policy** .com for links to **retailers** ' **policies** on **returning** **items** purchased **online** or in bricks-and-mortar **stores** , as well as on shipped merchandise. They can also find information on gift exchanges. www...

14/3,K/34   (Item 2 from file: 713)
DIALOG(R)File 713:Atlanta J/Const.
(c) 2005 Atlanta Newspapers. All rts. reserv.

07355151
NEWS FOR KIDS KIPLINGERS' MONEY SMART KIDS (AND PARENTS TOO!) KIPLINGER BOOKS $12.95
Atlanta Constitution (AC) - Monday December 20, 1993
By: Becky Eblen
Section: BUSINESS   Page: E/3
Word Count: 628

...you to return the item.

   News for Kids talked to customer service people at several **local** **stores** about their return **policies** . We also asked how they would treat kids who tried to **return** an **item** .

   A clerk in the children's clothing department of JC Penney said she had never...

14/3,K/35   (Item 1 from file: 715)
DIALOG(R)File 715:Christian Sci.Mon.
(c) 2005 Christian Science Monitor. All rts. reserv.

09369017
FEELING DRIVEN NOT TO DRIVE
Christian Science Monitor (CH) - Monday, December 20, 1999
By: Clayton Collins
Edition: ALL Section: FEATURES, WORK & MONEY, IN THE LOOP Page: 11
Word Count: 281

TEXT:
...it has its failings. There's been a lot of confusion, for example, about the **product** - **return** **policies** of **online** **stores** . Another car-free approach for consumers, phone ordering from catalogs, sometimes works. (But did anybody...

... reason we drive, of course: Most of still have to get to work. Daily. And **in** **person** . Public transportation's great when it works. (I, for one, dutifully buy a monthly rail...
?

Sylvia Keys   23-May-05 12:56 PM

```
File    1:ERIC 1966-2004/Jul 21
           (c) format only 2004 The Dialog Corporation
File    2:INSPEC 1969-2005/May W3
           (c) 2005 Institution of Electrical Engineers
File    5:Biosis Previews(R) 1969-2005/May W3
           (c) 2005 BIOSIS
File    6:NTIS 1964-2005/May W2
           (c) 2005 NTIS, Intl Cpyrght All Rights Res
File    7:Social SciSearch(R) 1972-2005/May W3
           (c) 2005 Inst for Sci Info
File    8:Ei Compendex(R) 1970-2005/May W3
           (c) 2005 Elsevier Eng.  Info. Inc.
File    9:Business & Industry(R) Jul/1994-2005/May 20
           (c) 2005  The Gale Group
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           (c) format only 2005 The Dialog Corporation
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           (c) 2005 Amer. Psychological Assn.
File    13:BAMP 2005/May W3
           (c) 2005  The Gale Group
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           (c) 2005 ProQuest Info&Learning
File    16:Gale Group PROMT(R) 1990-2005/May 20
           (c) 2005 The Gale Group
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           (c) 2005 The Gale Group
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           (c) 2005 Amer.Chem.Soc.
File    20:Dialog Global Reporter 1997-2005/May 23
           (c) 2005 The Dialog Corp.
File    21:NCJRS 1972-2005/Apr
           (c) format only 2005 The Dialog Corporation
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           (c) 2005 TWI Ltd
File    26:Foundation Directory 2005/May
           (c) 2005 Foundation Center
File    27:Foundation Grants Index 1990-2005/May
           (c) 2005 Foundation Center
File    29:Meteor.& Geoastro.Abs. 1970-2002/Jul
           (c) 2002 Amer.Meteorological Soc.
File    30:AsiaPacific 1985-2005/May 04
           (c) 2005 Aristarchus Knowledge Indus.
File    31:World Surface Coatings Abs 1976-2005/Apr
           (c) 2005 PRA Coat. Tech. Cen.
File    34:SciSearch(R) Cited Ref Sci 1990-2005/May W3
           (c) 2005 Inst for Sci Info
File    35:Dissertation Abs Online 1861-2005/Apr
           (c) 2005 ProQuest Info&Learning
File    36:MetalBase 1965-20050521
           (c) 2005 The Dialog Corporation
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           (c) 2004 ABC CLIO Inc.
File    39:Historical Abstracts 1973-2004
           (c) 2004 ABC-CLIO
File    40:Enviroline(R) 1975-2005/Apr
File    42:Pharmaceuticl News Idx 1974-2005/May W2
           (c)2005 ProQuest Info&Learning
File    47:Gale Group Magazine DB(TM) 1959-2005/May 23
           (c) 2005 The Gale group
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Sylvia Keys   23-May-05 03:28 PM

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File    48:SPORTDiscus 1962-2005/Oct
           (c) 2005 Sport Information Resource Centre
File    49:PAIS Int. 1976-2005/Feb
           (c) 2005 Cambridge Scientific Abstracts Inc.
File    50:CAB Abstracts 1972-2005/Apr
           (c) 2005 CAB International
File    51:Food Sci.&Tech.Abs 1969-2005/May W4
           (c) 2005 FSTA IFIS Publishing
File    53:FOODLINE(R): Science Sight 1972-2005/May 23
           (c) 2005 LFRA
File    54:FOODLINE(R): Market Sight 1979-2005/May 23
           (c) 2005 LFRA
File    58:GeoArchive 1974-2005/Mar
           (c) 2005 Geosystems
File    62:SPIN(R) 1975-2005/Mar W1
           (c) 2005 American Institute of Physics
File    63:Transport Res(TRIS) 1970-2005/Apr

           (c) fmt only 2005 Dialog Corp.
File    65:Inside Conferences 1993-2005/May W3
           (c) 2005 BLDSC all rts. reserv.
File    66:GPO Mon. Cat. 1978-2005/Jun
           (c) format only 2005 The Dialog Corp
File    67:World Textiles 1968-2005/May
           (c) 2005 Elsevier Science Ltd.
File    71:ELSEVIER BIOBASE 1994-2005/May W3
           (c) 2005  Elsevier Science B.V.
File    73:EMBASE 1974-2005/May W3
           (c) 2005 Elsevier Science B.V.
File    74:Int.Pharm.Abs 1970-2005/May B2
           (c) 2005 The Thomson Corporation
File    75:TGG Management Contents(R) 86-2005/May W3
           (c) 2005 The Gale Group
File    79:Foods Adlibra(TM) 1974-2002/Apr
           (c) 2002 General Mills
File    80:TGG Aerospace/Def.Mkts(R) 1982-2005/May 23
           (c) 2005 The Gale Group
File    81:MIRA - Motor Industry Research 2001-2005/Apr
            (c) 2005 MIRA Ltd.
File    85:Grants 2005/May
           (c) 2005 ORYX Press
File    86:Mental Health Abstracts 1969-2000/Jun
           (c) 2000 IFI/CLAIMS(r)
File    88:Gale Group Business A.R.T.S. 1976-2005/May 20
           (c) 2005 The Gale Group
File    89:GeoRef 1785-2005/May B1
           (c) 2005 American Geological Institute
File    91:MANTIS(TM) 1880-2005/May
           2001 (c) Action Potential
File    92:IHS Intl.Stds.& Specs. 1999/Nov
           (c) 1999 Information Handling Services
File    93:TableBase(R) Sep 1997-2005/May W3
           (c) 2005  The Gale Group
File    94:JICST-EPlus 1985-2005/Apr W1
           (c)2005 Japan Science and Tech Corp(JST)
File    95:TEME-Technology & Management 1989-2005/Apr W2
           (c) 2005 FIZ TECHNIK
File    96:FLUIDEX 1972-2005/Apr
           (c) 2005 Elsevier Science Ltd.

Set     Items    Description
```

```
S1        13162   (POLICY OR POLICIES)(5N)(ONLINE OR ON()LINE)
S2       305707   (RETURN? OR EXCHANG? OR UNWANTED OR DEFECTIVE)(5N)(ITEM OR
                  ITEMS OR PRODUCT OR PRODUCTS OR MERCHANDISE OR GOOD OR GOODS -
                  OR GROCER?)
S3           62   S1(5N)S2
S4      4721739   INPERSON? OR IN()PERSON OR ONSITE? OR PHYSICAL?
S5            2   S3(8N)S4
S6            1   RD (unique items)
S7       116913   (VERIF? OR CHECK? OR CONFIRM? OR DISPLAY OR FIND OR REQUES-
                  T? OR RETRIEV? OR VIEW?)(5N)LIST? ?
S8            0   S3(8N)S7
S9            4   S3(8N)(VERIF? OR CHECK? OR CONFIRM? OR DISPLAY OR FIND OR -
                  REQUEST? OR RETRIEV? OR VIEW?)
S10           3   RD (unique items)
S11           3   S10 NOT S6
S12          44   RD S3 (unique items)
S13          41   S12 NOT S10
```

6/3,K/1   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)

02132077 Supplier Number: 25661437   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Rate of Growth of Online Consumer Buying Begins to Lose Momentum
(Around 14% of people who bought something online in 1997 didn't do so in
   1998, and new buyers are not coming online as fast as they used to,
   indications that the rate of growth on line consumer buying is slowing;
   online grocery shopping is not taking off)
Research Alert, v 18, n 7, p 1+
April 07, 2000
DOCUMENT TYPE: Newsletter ISSN: 0739-358X   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1212

     (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...online include an inability to try the clothes on (85%), an inability to
see the **items   in   person** (78%) and unacceptable **return   policies**
(70%).

CHARACTERISTICS OF **ONLINE** SHOPPERS

	Never-buys	Dropouts
	14%	14%
Months using Internet	26.4	27.1
Online transactions...		

?

11/3,K/1   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

06831773   Supplier Number: 57792123   (USE FORMAT 7 FOR FULLTEXT)
FEATURE/The PC Parents Program Offers Tips for Parents of Online Shoppers;
  Kids Take to the Cybermalls.
Business Wire, p0011
Nov 26, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 897

   ...   be aware that the purpose of many
         content-oriented sites is to make them buy **products** ," says
         Kemper.

      3.   **CHECK   OUT   RETURN   POLICIES** : Most **online**
 stores allow for full
         money-back guarantees if you're not pleased and many will...

   11/3,K/2   (Item 1 from file: 20)
DIALOG(R)File   20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

14892640
E-commerce guide
Rosina Di Marzo
ABIX - AUSTRALASIAN BUSINESS INTELLIGENCE (PC MAGAZINE) , p30
February 01, 2001
JOURNAL CODE: WWSO   LANGUAGE: English   RECORD TYPE: ABSTRACT
WORD COUNT: 71

      ... Association. The comprehensive guide covers a wide range of topics
such as using credit cards **online** , sales tax, import duties and **policies**
 on **returning**   **goods**   acquired over the Internet. Consumers can **view**
 the document at www.adma.com.au/consumer/guidelines.h tm.

   11/3,K/3   (Item 2 from file: 20)
DIALOG(R)File   20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

08495690 (USE FORMAT 7 OR 9 FOR FULLTEXT)
INTEL: The PC Parents Program offers tips for parents of online shoppers
M2 PRESSWIRE
December 01, 1999
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 879

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

   ...   be aware that the purpose of many content-oriented sites is to make
 them buy **products** ," says Kemper.
         CHECK   OUT   RETURN   POLICIES : Most **online** stores allow for full
 money-back guarantees if you're not pleased and many will...
 ?

Sylvia Keys   23-May-05 03:03 PM

13/3,K/1   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

02181416 Supplier Number: 25733400   (USE FORMAT 7 OR 9 FOR FULLTEXT)
And You Needn't Eat Lunch At the Mall's Food Court
(Among people who went online during the past year, 68% have purchased
  something via the Internet, vs 39% of people who first went online a year
  or two years ago, says poll)
AdWeek East, v XLI, n 24, p 54
June 12, 2000
DOCUMENT TYPE: Journal; Survey ISSN: 0199-2864   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 241

TEXT:
...topped the list, each cited by 88 percent of online shoppers. "Offers
low prices" and " **Good   return   policy** " ranked close behind. Thus far,
online shoppers have confined their buying to a limited number of venues:
Six in 10 said...

 13/3,K/2   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

02177601 Supplier Number: 25727516   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Gap.com: Best Brick-and-Mortar Brand Online
(Gap.com rated as Best Brick-and-Mortar Brand Online, proving that keeping
  it simple is a good approach)
AdWeek East, v XLI, n 23, p IQ56+
June 05, 2000
DOCUMENT TYPE: Journal ISSN: 0199-2864   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1166

     (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...where reps are available 24/7.

In addition, gap.com claims a hassle-free return **policy** . **Online**
consumers can **return** any Gap online purchase--even **items** sold
exclusively on the Web--to any Gap, GapKids or babyGap store within the
United...

 13/3,K/3   (Item 3 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

02133065 Supplier Number: 25649995   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Legacy Systems
(Wal-Mart intends to set up 175 US supercenters in 2000 and is examining
  the possibility of setting up outlets in various countries)
Chain Store Age Executive with Shopping Center Age, v 76, n 4, p 72+
April 2000
DOCUMENT TYPE: Journal; Executive Overview; Company Overview ISSN:
0193-1199 (United States)
LANGUAGE: English RECORD TYPE: Fulltext

Sylvia Keys   23-May-05 03:27 PM

WORD COUNT: 1626

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...the United States. Wal-Mart retooled its online presence in January and instituted a returns **policy** that allows **on - line** customers to **return goods** to Wal-Mart stores, but the chain has yet to tackle on-line grocery shopping...

 13/3,K/4   (Item 4 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

02132077 Supplier Number: 25661437   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Rate of Growth of Online Consumer Buying Begins to Lose Momentum
(Around 14% of people who bought something online in 1997 didn't do so in
   1998, and new buyers are not coming online as fast as they used to,
   indications that the rate of growth on line consumer buying is slowing;
   online grocery shopping is not taking off)
Research Alert, v 18, n 7, p 1+
April 07, 2000
DOCUMENT TYPE: Newsletter ISSN: 0739-358X (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1212

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...online include an inability to try the clothes on (85%), an inability to see the **items** in person (78%) and unacceptable **return policies** (70%).

CHARACTERISTICS OF **ONLINE** SHOPPERS
                              Never-buys   Dropouts
                                   14%   14%
Months using Internet   26.4   27.1
Online transactions...

 13/3,K/5   (Item 5 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2005 The Gale Group. All rts. reserv.

01645733 Supplier Number: 24381618   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Online's Double-Digit Growth Loses Its Luster
(Online POS volume rose 24.8% to 150 mil transactions in 6/98, vs 120.2 mil
   transactions in 6/97; POS accounts for 24.8% of EFT network switched
   volume, up from 22.9% in 6/97; offline will compete)
Bank Network News, v 17, n 8, p 1+
September 11, 1998
DOCUMENT TYPE: Newsletter ISSN: 1063-4428 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1880

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...customers using debit cards offline also will discover that getting a

Sylvia Keys   23-May-05 03:27 PM

cash refund for a **returned** **item** will take longer than **items** bought
with an **online** transaction. Wal-Mart's **policy** is to immediately credit
cash back into a customer's account for a returned item...

13/3,K/6 **(Item 1 from file: 13)**
DIALOG(R)File 13:BAMP
(c) 2005 The Gale Group. All rts. reserv.

00733865 Supplier Number: 24745510 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Get Connected
(Electronic commerce success hinges on the partnerships between online and
    offline retailers)
Article Author(s): West, Richard
Marketing Week, p 45-49
February 01, 2001
DOCUMENT TYPE: Journal ISSN: 0141-9285 (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1487

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...have an existing relationship with customers," explains Masako, who
points out that Zoom has a **policy** that enables its **online** customers to
return **items** to any store that is part of the Arcadia Group.

However, there is still a...

13/3,K/7 **(Item 1 from file: 15)**
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02861661 682640791
Exploring the failure and success of DotComs
Razi, Muhammad A; Tarn, J Michael; Siddiqui, Faisal A
Information Management & Computer Security v12n2/3 PP: 228-244 2004
ISSN: 0968-5227 JRNL CODE: IMCS
WORD COUNT: 6817

...TEXT: stick with a particular online company are: quick response to
inquiries (e-mail or phone), **good** **product** **return** **policies** , superior
technical support and **online** tracking of orders. Amazon, Dell, Gap, L. L.
Bean, Lucy, all sustained initial pitfalls by...

13/3,K/8 **(Item 2 from file: 15)**
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02832276 771400841
The impact of consumer trends on standards
Flatters, Paul
Consumer Policy Review v14n6 PP: 169-176 Nov/Dec 2004
JRNL CODE: CPW
WORD COUNT: 3263

...TEXT: will rises up the agenda.

Sylvia Keys 23-May-05 03:27 PM

* New technology creates new standards issues for example, delivery and
returns policies for **goods** bought **online** , compatibilities across
platforms, shorter product lifecycles and so on.

* Global warming and corporate social responsibility...

 13/3,K/9   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02042980 55351170
Gap.com: Best brick-and-mortar brand online
Mack, Ann M
Adweek v41n23 PP: IQ56-IQ58 Jun 5, 2000
ISSN: 0199-2864. JRNL CODE: AWE
WORD COUNT: 1912

...TEXT: where reps are available 24/7.

In addition, gap.com claims a hassle-free return **policy**   **Online**
consumers can **return** any Gap online purchase-even **items** sold
exclusively on the Web-to any Gap, GapKids or babyGap store within the
United...

 13/3,K/10   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

02012379 52603399
Legacy systems
Nannery, Matt
Chain Store Age v76n4 PP: 72-74 Apr 2000
ISSN: 1087-0601 JRNL CODE: CSA
WORD COUNT: 1671

...TEXT: United States. Wal-Mart retooled its on-- line presence in January
and instituted a returns **policy** that allows **on - line** customers to
return goods to Wal-Mart stores, but the chain has yet to tackle on-line
grocery shopping...

 13/3,K/11   (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01955885 46562583
Shopping on the Internet: Eight rules you can't afford to ignore
Turner, Rob
Money v28n12 PP: 223-224 Dec 1999
ISSN: 0149-4953 JRNL CODE: MON
WORD COUNT: 1052

...TEXT: I ordered from CDNow arrived within a few hours.

4. Be prepared for tricky return **policies**

Buying **online** is convenient. **Returning items** often isn't. Some Web
stores let you return merchandise to their physical-world counterparts...

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13/3,K/12   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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11981051   Supplier Number: 131471443 (USE FORMAT 7 FOR FULLTEXT)
S KOREAN ONLINE RETAILERS ORDERED TO FIX UNFAIR PRACTICES.
AsiaPulse News, pNA
April 14, 2005
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 195

...   shopping malls violated the nation's fair trade law by giving wrong
information about their **product   return   policies** .
.   **Online** retailers like GS e-Shop, Interpark, CJ Mall, Samsung Mall
and Lotte.com tell customers...

13/3,K/13   (Item 2 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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10934024   Supplier Number: 111970869 (USE FORMAT 7 FOR FULLTEXT)
Fulfilment: sainsburystoyou.co.uk.(Site Inspection)
Armitt, Claire
New Media Age, p36(1)
Dec 18, 2003
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 236

...   beverages, clothing and flowers and plants, or access previous
shopping lists if you've shopped **online** before.
        Returns   policy : Customers can refuse any **product** that's
delivered and will be refunded soon after. If an item has to be...

13/3,K/14   (Item 3 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

09355390   Supplier Number: 81825269 (USE FORMAT 7 FOR FULLTEXT)
**Online Shopping Finally On Par with Brick & Mortars Experience, Answerthink
  Holiday Web Shopping Study Reveals.**
Business Wire, p2272
Jan 16, 2002
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1417

...   provide the remarkable customer service of free upgrades from
Standard Shipping.
        Return Experience Needs Improvement
        Returns   policies that include **returning   merchandise** bought
online to store locations are more prevalent in 2001; however, execution
remains a huge problem. 91...

13/3,K/15   (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

09276324   Supplier Number: 80742358   (USE FORMAT 7 FOR FULLTEXT)
Lagging Apparel Sales Result in Deep Discounts for Online Shoppers, Finds BizRate.com; Consumers Take Advantage of Online Markdowns to Stock Up on Comfort Clothes.
Business Wire, p0155
Dec 12, 2001
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 887

...   hidden fees like restocking
     charges and most require you to pay shipping & handling charges on **returned**
         items . Be safe by reviewing **return**   **policies** before you place an **online** order,

and don't assume that an offline store will accept a returned item purchased...

13/3,K/16   (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

09257934   Supplier Number: 80594268   (USE FORMAT 7 FOR FULLTEXT)
Michigan Attorney General Granholm Issues Consumer Alert for Safe On-Line Holiday Shopping.
PR Newswire, pDEM01703122001
Dec 3, 2001
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 471

...   see how much shipping and handling will add to the advertised price
of on-line **items** ; review all **return** procedures and **policies** .
     * Keep accurate records of **on - line** transactions including
printouts of all final orders and shipping receipts.
     A complete list of tips...

13/3,K/17   (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

08554815   Supplier Number: 73687006   (USE FORMAT 7 FOR FULLTEXT)
What E-Tailers Do Right - Pure plays still provide a better shopping experience than bricks and clicks.(Industry Trend or Event)
O'Brien, Jim
Computer Shopper, p40
June 1, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 838

...   provide a credit receipt. Cashiers at still other retailers even
disputed the existence of a **return** **policy** for **products** purchased

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online .
     Multichannel marketing is still bricks and clicks' biggest strength,
but they're going to have...

  13/3,K/18   (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

08241511   Supplier Number: 68643468   (USE FORMAT 7 FOR FULLTEXT)
Net shoppers favour M&S.(Industry Trend or Event)
Bentley, Ross
Computer Weekly, p6
Dec 14, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 387

...   store, a key consumer concern in the run-up to Christmas. He added
that the **policy** for **returning goods** purchased **online** is often
stated on the site but can be poorly implemented by in-store staff...

  13/3,K/19   (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

08201085   Supplier Number: 68873931   (USE FORMAT 7 FOR FULLTEXT)
**Web Buyer - Site Reviews for Online Shopping.(Internet/Web/Online Service
  Information)**
Savetz, Kevin; Crane, Abigail
Computer Shopper, p165
Feb 1, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 5864

...   dell.com
     Pros:online technical support customized for your particular system
- smooth navigation - easy ordering - **good return policy**
     Carrying the **online** banner for one of the largest names in direct
PC sales, Dell Computer Corp. specializes...CNET Networks is Computer
Shopper's parent company.)
     ebworld.com
     Pros:smooth navigation - easy ordering - **good return policy**
     The **online** arm of the ubiquitous Electronics Boutique stores,
EBWorld.com is a video-game player's...

  13/3,K/20   (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

08149991   Supplier Number: 68162129   (USE FORMAT 7 FOR FULLTEXT)
**Online Holiday Shoppers: Do You Know Where and What Your Returns Policy
  Is?; Extraprise Warns Caveat Dator...Giver Beware.**
Business Wire, p2663
Dec 18, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade

Word Count: 974

...   annual research project with a report titled, "E-Returns in Season
2000." This research surveyed **merchandise   returns   policies** of 50
leading **online** retailing sites as an indicator of the level of customer
service provided by these retailers...

  13/3,K/21   (Item 10 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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08052929   Supplier Number: 66883483   (USE FORMAT 7 FOR FULLTEXT)
Getting the best of both worlds.(Industry Trend or Event)
New Media Age, p43
Nov 2, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 5607

...   parent companies are things money can't buy."
      One clear advantage is Zoom's returns **policy** , which enables
online users to **return   items** to any store across brands. Zoom, like
many other clicks-and-mortar examples cited here...

  13/3,K/22   (Item 11 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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08019241   Supplier Number: 66686839   (USE FORMAT 7 FOR FULLTEXT)
Web Buyer.(personal computers)(Buyers Guide)
Computer Shopper, p187
Dec 1, 2000
Language: English   Record Type: Fulltext
Article Type: Buyers Guide
Document Type: Magazine/Journal; Trade
Word Count: 10448

...   dell.com
      Pro:online technical support customized for your particular system -
smooth navigation - easy ordering - **good   return   policy**
      Carrying the **online** banner for one of the largest names in direct
PC sales, Dell specializes in built...PC, Mac, Linux, Windows CE, and Palm
software.
      ebworld.com
      Pro: smooth navigation - easy ordering - **good   return   policy**
      The **online** arm of the ubiquitous Electronics Boutique stores,
EBWorld.com is a video-game player's...

  13/3,K/23   (Item 12 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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07865469   Supplier Number: 65706028   (USE FORMAT 7 FOR FULLTEXT)
Web Buyer - Site Reviews for On-line Shopping.(Buyers Guide)
Savetz, Kevin; Crane, Abigail
Computer Shopper, p201
Nov 1, 2000

Language: English   Record Type: Fulltext
Article Type: Buyers Guide
Document Type: Magazine/Journal; Trade
Word Count: 10108

...   dell.com
      PROS: online technical support customized for your particular system
- smooth navigation - easy ordering - **good** **return** **policy**
      Carrying the **online** banner for one of the largest names in direct
PC sales, Dell specializes in built...PC, Mac, Linux, Windows CE, and Palm
software.
      ebworld.com
      PROS: smooth navigation - easy ordering - **good** **return** **policy**
      The **online** arm of the ubiquitous Electronics Boutique stores,
EBWorld.com is a video-game player's...

  13/3,K/24   (Item 13 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07669250   Supplier Number: 63800138   (USE FORMAT 7 FOR FULLTEXT)
Holiday Prep - E-tailers can learn from last year's snafus.(Industry Trend
  or Event)
Levin, Carol
PC Magazine, p81
August 8, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 406

...   not have otherwise considered, they pointed to free shipping,
merchant reputation, first- time-buyer discounts, **online** coupons,
featured sale **items** , **return** **policies** , and discounted shipping. Ease
of ordering, product pricing, and on-time delivery are the key...

  13/3,K/25   (Item 14 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

07457014   Supplier Number: 62711838   (USE FORMAT 7 FOR FULLTEXT)
Gap.com Best Brick-and-Mortar Brand Online.
Mack, Ann M.
ADWEEK Eastern Edition, v41, n23, pIQ56
June 5, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1217

... · where reps are available 24/7.
      In addition, gap.com claims a hassle-free return **policy** . **Online**
consumers can **return** any Gap online purchase-even **items** sold
exclusively on the Web-to any Gap, GapKids or babyGap store within the
United...

  13/3,K/26   (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07256676   Supplier Number: 61656016 (USE FORMAT 7 FOR FULLTEXT)
Fabled Soccer Traders, Eurosport, Signs Sponsorship Deal with Zvia
  Corporation; Online Catalog Options to be Introduced in Zvia Sites in Q2
  2000.
Business Wire, p1907
April 25, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 738

...   and collectibles. Eurosport's guaranteed best price policy, free
merchandise upgrades on out-of-stock **items** , and no risk **return**
policies will apply to all **online** purchases made within Zvia sites.
       Jim Noonan, vice president of marketing at Eurosport, evaluated a...

  13/3,K/27   (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

07099827   Supplier Number: 60004438 (USE FORMAT 7 'FOR FULLTEXT)
NPD and Media Metrix e-Visory Report Shows Tenfold Increase in 1999 Online
  Toy Sales Over 1998; Sales Projected To Reach 1.6 Billion By 2002.
Business Wire, p1236
March 8, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1062

...   29% in January. This shift may be attributed to marketers'
increased attention to providing comprehensive **product** information.
       Online   return   policies , which 25% of respondents cited as a
reason for not buying toys online in September...

  13/3,K/28   (Item 17 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06883596   Supplier Number: 58288744 (USE FORMAT 7 FOR FULLTEXT)
BizRate.com Survey Reveals Better Return Policies Could Mean Bigger
  Business for Online Retailers.
PR Newswire, p4972
Dec 17, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 630

...   retailer versus
     returned to an offline store.
     -- 73 percent of those surveyed said that return **policies** for
online
     stores are comparable to **returning**   **items** purchased through a
catalog.
     -- On average, survey respondents had returned only one to two items
...

  13/3,K/29   (Item 18 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

01998067   Supplier Number: 42561597 (USE FORMAT 7 FOR FULLTEXT)
These Days It's Survival of the Fittest
VARbusiness, p121
Dec, 1991
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2232

...   days if they don't sell; a 30-day period in which to pay for
products ; and a 90-day **defective - return   policy** . It recently
established an **on - line** service to provide VARs with weekly pricing
updates and technical data on several thousand products...

 13/3,K/30   (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

32974382   (USE FORMAT 7 OR 9 FOR FULLTEXT)
FULFILMENT: sainsburystoyou.co.uk
NEW MEDIA AGE
December 18, 2003
JOURNAL CODE: FNMA   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 230

  (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   beverages, clothing and flowers and plants, or access previous
shopping lists if you've shopped **online** before.
     Returns   policy : Customers can refuse any **product** that's
delivered and will be refunded soon after. If an item has to be...

1 13/3,K/31   (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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16226556   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**WHICH? ONLINE: Which? Online choose ipoints to run branded rewards
   programme**
M2 PRESSWIRE
April 18, 2001
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 681

    ... to abide by a set of good e-commerce practices as set down by
Which? **Online** , such as clear **returns   policies** and open pricing of
 goods . Consumers who see the Which? Web Trader kitemark on an e-commerce
site know they...

 13/3,K/32   (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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15022144   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Get connected

Sylvia Keys   23-May-05 03:27 PM

MARKETING WEEK
February 01, 2001
JOURNAL CODE: FMWK   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1492

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   have an existing relationship with customers," explains Masako, who
points out that Zoom has a **policy** that enables its **online** customers to
 return items to any store that is part of the Arcadia Group.
      However, there is still a...

   13/3,K/33   (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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13237977   (USE FORMAT 7 OR 9 FOR FULLTEXT)
The Atlanta Journal and Constitution E-Business News Column
KRTBN   KNIGHT-RIDDER   TRIBUNE   BUSINESS   NEWS   (ATLANTA   JOURNAL   AND
CONSTITUTION - GEORGIA)
October 11, 2000
JOURNAL CODE: KAJC   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 571

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

      MORE ON RETURNS: Shoppers can use E-Return Policy.com for links to
retailers' **policies** on **returning items** purchased **online** or in
bricks-and-mortar stores, as well as on shipped merchandise. They can also
...

   13/3,K/34   (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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09351079
Aussie shopping spree - Toys
ABIX - AUSTRALASIAN BUSINESS INTELLIGENCE (PC MAGAZINE) , p83
February 01, 2000
JOURNAL CODE: WWSO   LANGUAGE: English   RECORD TYPE: ABSTRACT
WORD COUNT: 87

      ...to receive bonus points based on the amount purchased. The Web site
also has a **good** guarantee and **return policy** . Other companies selling
toys **on - line** include ToySpot and Toys Online.

   13/3,K/35   (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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08735801
**Web retailers beware, better focus on service because the shakeup's
   a-coming'**
FINANCIAL POST, p05
December 16, 1999
JOURNAL CODE: FFP   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 369

Sylvia Keys   23-May-05 03:27 PM

...for appliances and tools to be returned to stores but doesn't allow it for **online** -only Wishbook **items** . **Return** **policies** on the site are scattered under product categories rather than in one spot and a...

13/3,K/36 **(Item 7 from file: 20)**
DIALOG(R)File 20:Dialog Global Reporter
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08538852 (USE FORMAT 7 OR 9 FOR FULLTEXT)
The Dallas Morning News Destinations Column
Tim Wyatt
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (DALLAS MORNING NEWS - TEXAS)
December 01, 1999
JOURNAL CODE: KDMN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1710

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

... and Afghani freedom fighter headwear. More importantly, the mall's customer service page did a **good** job spelling out **policies** on **returns** , **online** security, delivery fees and satisfaction guarantees.
    Empire Mall www.empiremall.com
    Here's the closest...

13/3,K/37 **(Item 8 from file: 20)**
DIALOG(R)File 20:Dialog Global Reporter
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08490553 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Ingram Micro Stays on Top with Customer Survey Results
PR NEWSWIRE
December 01, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 356

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

... resellers judged product availability as the most important criteria followed by delivery (accuracy), responsiveness, price, **product** knowledge/tech support, **return** **policies** , access to sales representatives, **online** information/availability, product breadth, trust/understanding of reseller business, credit availability and warehouse proximity.
    Computer...

13/3,K/38 **(Item** 9 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

05836553 (USE FORMAT 7 OR 9 FOR FULLTEXT)
The elusive exchange desk for online purchases: Who hears complaints?
GEOF WHEELWRIGHT
FINANCIAL POST, p04
June 21, 1999
JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 596

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... error on its part, if you, say, received the wrong goods.
    Arch-competitor Wal-Mart **Online** offers similar **policies** for
returns on **items** purchased from its Web site. The company says that if
you receive an item that...
                    .

  13/3,K/39   (Item 10 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

02558230 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Tech Firms Lack Ingenuity at Their Own Web Sites, Report Says
Stephen Buel
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (SAN JOSE (CALIF.) MERCURY NEWS)
August 19, 1998
JOURNAL CODE: KSJM   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 941

    (USE FORMAT 7 OR 9 FOR FULLTEXT)

... 32 percent permit sales online and only 18 percent enable customers
to read purchase and **return** **policies** **online** before buying an **item** .
    -- Nearly half of the firms do not provide a link for investors on
their home...

  13/3,K/40   (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01916093 ORDER NO: AADAA-I3070026
Consumers' experiences with e-commerce technologies: Three essays
   Author: Lloyd, Susan M.
   Degree: Ph.D.
   Year: 2002
   Corporate Source/Institution: University of Illinois at Urbana-Champaign
(0090)
   Source: VOLUME 63/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
        PAGE 4015. 357 PAGES
   ISBN: 0-493-89969-3

    ...or at a conventional retail store. The second experiment examined
the influence of framing and **online** **merchandise** **return** **policies** on
purchase decisions. Relevant theory was drawn from prospect theory and
mental accounting principles.

  13/3,K/41   (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2005 The Gale group. All rts. reserv.

04722311   SUPPLIER NUMBER: 19278076   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The 10 laws of on-line shopping.
Fiore, Frank
The Futurist, v31, n2, p63(2)
March-April, 1997
ISSN: 0016-3317   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract

Sylvia Keys   23-May-05 03:27 PM

WORD COUNT: 621   LINE COUNT: 00050

...ABSTRACT: how to conduct on-line shopping are presented. These include the acquisition of information on **products** and services, **return policies** , **on - line** merchants and references.
?

Sylvia Keys   23-May-05 03:27 PM

```
File 256:TecInfoSource 82-2005/Mar
         (c) 2005 Info.Sources Inc
File   2:INSPEC 1969-2005/May W3
         (c) 2005 Institution of Electrical Engineers
File  35:Dissertation Abs Online 1861-2005/Apr
         (c) 2005 ProQuest Info&Learning
File  65:Inside Conferences 1993-2005/May W3 ·
         (c) 2005 BLDSC all rts. reserv.
File  99:Wilson Appl. Sci & Tech Abs 1983-2005/Apr
         (c) 2005 The HW Wilson Co.
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
         (c) 2002 The Gale Group
File 474:New York Times Abs 1969-2005/May 20
         (c) 2005 The New York Times
File 475:Wall Street Journal Abs 1973-2005/May 20
         (c) 2005 The New York Times

Set     Items   Description
S1      3139    RETURN?(5N)(ITEM OR ITEMS OR PRODUCT OR PRODUCTS OR MERCHA-
                NDISE OR GOOD OR GOODS OR GROCER?)
S2      4117    (COMPUTERI? OR AUTOMATED OR ONLINE OR ON()LINE OR LOCAL)(5-
                N)(POLICY OR POLICIES)
S3       127    S2(5N)(COMPAR? OR MATCH? OR CORRELAT? OR IDENTIF? OR SIMIL-
                AR OR SAME)
S4      1307    (RETAIL? OR BAM OR BRICK(1W)MORTAR OR STORE OR STORES OR S-
                HOP OR SHOPS OR IN()PERSON)(5N)(POLICY OR POLICIES OR STATUS)
S5       131    (S2 OR S4)(5N)(LOOKUP OR LOOK()UP OR CHECK? OR VERIF? OR C-
                ONFIRM? OR DISPLAY OR FIND OR REQUEST? OR RETRIEV? OR VIEW?)
S6      6597    (MULTITIER? OR BOTH)(3N)(LOOKUP OR LOOK()UP OR CHECK? OR V-
                ERIF? OR CONFIRM?)
S7      1641    AU=(CHRISTENSEN, J? OR CHRISTENSEN J? OR DURI, S? OR DURI -
                S? OR MOSKOWITZ, P? OR MOSKOWITZ P? OR MURDOCK, J? OR MURDOCK
                J?)
S8         0    S1 AND S3
S9         4    S1 AND S2
S10        0    S1 AND S5
S11        1    S1 AND S6
S12        1    S11 NOT S9
S13       15    S1 AND (S2 OR S4)
S14       10    S13 NOT PY>2000
S15        0    S7 AND S1
?
```

9/5/1   (Item 1 from file: 256)
DIALOG(R)File 256:TecInfoSource
(c) 2005 Info.Sources Inc. All rts. reserv.

00123103   DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Shopping (840432); Retailers (830308)

TITLE: Not So Many Happy Returns: For now, clicks-and-mortars have an
adv..
AUTHOR: Trager, Louis
SOURCE: Interactive Week,   v7 n11 p44(2) Mar 20, 2000
ISSN: 1078-7259
HOMEPAGE: http://www.interactive-week.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

  Merchandise returns are among the sticky issues leading online
retailers to adopt a clicks-and-mortar strategy. Although outsourcers also
provide return services, including physical return outposts, many e-tailers
prefer to have their own stores because people prefer to return   items
purchased online directly to vendors. Almost all online shoppers say
return policies are influential in their choice of online vendors. Lack
of good   return methods was the second largest reason (after inability
to see and feel merchandise) cited by shoppers in Boston Consulting's
research into why shoppers will not purchase clothing on the Web. 94
percent of returns were mailed instead of returned to stores, but only 62
percent of shoppers prefer shipping. Most larger retailers accept online
returns at their stores (including the Gap, KB Kids, Toys'R'Us, Wal-Mart,
and Williams-Sonoma). Barnes & Noble's return policy is very generous and
allows purchasers to receive store credit for an item in sellable condition
carried by the chain. However, affiliate Barnesandnoble.com does not
encourage returns because stores are not as global as the Internet. In
addition, an explicit return policy between chains and Internet sales could
make Bn.com's sales taxable in states that have the stores. Third parties
such as Webvan and UPS are investigating opportunities to assist online
retailers in receiving returns, as 7 Eleven currently does in Japan.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Internet Shopping; Order Fulfillment; Quality Assurance;
    Retailers
REVISION DATE: 20020630

9/5/2   (Item 2 from file: 256)
DIALOG(R)File 256:TecInfoSource
(c) 2005 Info.Sources Inc. All rts. reserv.

00113586   DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109); Retailers (830308)

TITLE: Return Policies Irk Online Shoppers
AUTHOR: Cole-Gomolski, Barb Sliwa, Carol
SOURCE: Computerworld,   v33 n4 p8(1) Jan 25, 1999
ISSN: 0010-4841
HOMEPAGE: http://www.computerworld.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

On the heels of the best online holiday shopping phase comes market study research that indicates online shoppers' growing concerns about **returning goods** bought online. According to the study, only 74 percent of online shoppers are satisfied with their online experience, compared to 88 percent just six months ago. Analysts agree that the rapid growth of Web-only retail outlets may be partly to blame when it comes to dealing effectively with post-sale interaction. Another reason is the poor integration of back-office applications between Web stores and existing concrete retail facilities. Amazingly, major retail chains like Sears, Starbucks, and Victoria's Secret either make it more difficult for customers to **return** online-purchased **goods** to physical store locations or will not accept **returns** of such **goods** at all.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Charts
DESCRIPTORS: Catalogs; E-Commerce; Internet Marketing; Quality Assurance;
    Retailers
REVISION DATE: 20020830

  9/5/3   **(Item 1 from file: 35)**
DIALOG(R)File 35:Dissertation Abs Online
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01916093 ORDER NO: AADAA-I3070026
Consumers' experiences with e-commerce technologies: Three essays
  Author: Lloyd, Susan M.
  Degree: Ph.D.
  Year: 2002
  Corporate Source/Institution: University of Illinois at Urbana-Champaign
(0090)
  Adviser: Kent B. Monroe
  Source: VOLUME 63/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
      PAGE 4015. 357 PAGES
  Descriptors: BUSINESS ADMINISTRATION, MARKETING
  Descriptor Codes: 0338
  ISBN: 0-493-89969-3

  Three essays are offered to help create a fuller understanding of consumers' e-commerce experiences. The first essay presents a philosophical/conceptual framework for understanding these experiences. It is followed by two empirical essays.
    Essay one presents post-humanism, a perspective developed in sociology to explain the activities and processes underlying scientific inventions as well as technological devices and practices. It is based on the idea that humans and non-human material objects are <italic>jointly</italic> responsible for shaping experiences. The essay begins with an in-depth discussion of how technology and information technology products are defined. This discussion is followed by a review and critique of existing models, such as diffusion of innovation, that have been used for studying consumer-technology experiences in marketing and information systems. Three key tenets of post-humanism are presented and examples of how this perspective can extend and enrich the findings of existing consumer behavior studies are discussed.
    Essay two explores consumers' e-commerce experiences through a series of in-depth interviews with and videotaped observations of seven key

informants. Blending ideas from post-humanism, cybernetics, and ethnomethodology, a conversational metaphor is presented for understanding e-commerce behavior, in which consumers "converse" with a cyborgic entity—the company/website—that is neither fully human nor fully non-human. In line with the social conventions and structural characteristics of human-to-human conversations, three types of "shared understandings" develop between consumers and company/websites: familiarity; trust and control; and success. Within each shared understanding, several illustrative behaviors are identified and described. These consumer-website conversations provide the building blocks for the development of five different types of marketing relationships, which are also identified and described.

Essay three explores the effect of online shipping charges on consumers' e-commerce purchase decisions. (Such purchase decisions relate in part to two of the three shared understandings: trust/control and success.) Two experiments were conducted with college students using a simulated e-commerce website. The first experiment examined how the amount of the shipping charge and the way it is framed (bundled with or separate from the merchandise price) influence the decision to purchase a CD storage unit online or at a conventional retail store. The second experiment examined the influence of framing and **online merchandise return policies** on purchase decisions. Relevant theory was drawn from prospect theory and mental accounting principles.

9/5/4   (Item 2 from file: 35)
DIALOG(R)File   35:Dissertation Abs Online
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01337372   ORDER NO: AAD94-07903
A SIMULATION MODEL OF USER SATISFACTION WITH LIBRARY POLICY DECISIONS
   Author: CHAN, SHUE-LEUNG
   Degree: PH.D.
   Year: 1993
   Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)
   Chair: MICHAEL D. COOPER
   Source: VOLUME 54/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
             PAGE 3623. 342 PAGES
   Descriptors: LIBRARY SCIENCE; INFORMATION SCIENCE
   Descriptor Codes: 0399; 0723

      A stochastic, discrete-event computer simulation model was constructed to examine the factors that affect a library's ability to satisfy the needs of its patrons. The model provides a controlled environment in which alternative library policies about the circulation of the collection and patterns of use by patrons can be evaluated and analyzed by categories of failure. The collection can include monographs, and bound and unbound periodicals of different subjects and loan periods. The patrons can be subdivided into categories depending on their borrowing privileges and propensity to use the library.
      The model assumes that a patron only continues to use the library if the library's service is satisfactory. Therefore, the model not only records the outcomes, the time and effort spent on the requests from patrons who do use the library, but also potential requests lost by the library as an indication of failure. Unlike most other models, this model allows users to be flexible when the requested items are unavailable by either recalling the **items** , browsing for substitute **items** , **returning** at a later date to continue the search or abandoning their request.
      The effects of six policy variables (loan-period, purchasing duplicate copies, weeding rates, browsing frequency, binding and reshelving intervals) and five descriptive variables about the characteristics of the

collection and the patrons (rate of obsolescence and quality distribution of the collection, volume of demand, temperament and persistency of the patrons) were examined. Among the six library policies, the model found loan-period policy to be most effective and browsing and reshelving-interval the least in improving system performance.

The results show both limitations and promises for the model. On the one hand, the model takes considerable time and computer resources to run and the results can be generalized only with great care. On the other hand, the model provides quantitative predications and unique insights which are difficult to obtain from other methods. The model's flexibility in handling combinations of **policies** and assumptions and adaptability to **local** circumstances also make it a useful management tool for policy evaluations.

12/5/1   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC
(c) 2005 Institution of Electrical Engineers. All rts. reserv.

03159277   INSPEC Abstract Number: D88001847
 Title: Expedited funds availability Act spells bank operational headaches
  Author(s): Cohen, H.
  Journal: Bank Systems & Equipment   vol.25, no.3   p.16
  Publication Date: March 1988 Country of Publication: USA
  CODEN: BSEQD6 ISSN: 0146-0900
  Language: English   Document Type: Journal Paper (JP)
  Treatment: General, Review (G); Practical (P)

  Abstract: The Act requires banks to make available to customers the first $100 of **both** local and nonlocal **checks** on the business day following deposit. Risks may arise from ATM fraud, when nonexistent deposits could be made and funds withdrawn before the bank is aware of any irregularity. Banks will need to change a lot of software, including applications for check processing, DDA and account analysis. The whole **return - item** department will have to be redesigned and clearing house arrangements may need to be rethought. (0 Refs)
  Subfile: D
  Descriptors: banking; legislation
  Identifiers: expedited funds availability Act; deposit; ATM fraud; bank; software; check processing; **return - item** ; clearing house
  Class Codes: D1050 (Legal requirements); D2050E (Banking)

14/5/1   (Item 1 from file: 256)
DIALOG(R)File 256:TecInfoSource
(c) 2005 Info.Sources Inc. All rts. reserv.

00123103   DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Shopping (840432); Retailers (830308)

**TITLE: Not So Many Happy Returns: For now, clicks-and-mortars have an
adv..**
AUTHOR: Trager, Louis
SOURCE: Interactive Week,   v7 n11 p44(2) Mar 20, 2000
ISSN: 1078-7259
HOMEPAGE: http://www.interactive-week.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

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retailers to adopt a clicks-and-mortar strategy. Although outsourcers also
provide return services, including physical return outposts, many e-tailers
prefer to have their own stores because people prefer to **return   items**
purchased online directly to vendors. Almost all **online** shoppers say
return **policies** are influential in their choice of online vendors. Lack
of **good   return** methods was the second largest reason (after inability
to see and feel merchandise) cited by shoppers in Boston Consulting's
research into why shoppers will not purchase clothing on the Web. 94
percent of returns were mailed instead of returned to stores, but only 62
percent of shoppers prefer shipping. Most larger retailers accept online
returns at their stores (including the Gap, KB Kids, Toys'R'Us, Wal-Mart,
and Williams-Sonoma). Barnes & Noble's return policy is very generous and
allows purchasers to receive store credit for an item in sellable condition
carried by the chain. However, affiliate Barnesandnoble.com does not
encourage returns because stores are not as global as the Internet. In
addition, an explicit return policy between chains and Internet sales could
make Bn.com's sales taxable in states that have the stores. Third parties
such as Webvan and UPS are investigating opportunities to assist online
retailers in receiving returns, as 7 Eleven currently does in Japan.

COMPANY NAME: Vendor Independent   (999999)
DESCRIPTORS: Internet Shopping; Order Fulfillment; Quality Assurance;
     Retailers
REVISION DATE: 20020630

 14/5/2   (Item 2 from file: 256)
DIALOG(R)File 256:TecInfoSource
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00113586   DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109); Retailers (830308)

TITLE: Return Policies **Irk** Online **Shoppers**
AUTHOR: Cole-Gomolski, Barb Sliwa, Carol
SOURCE: Computerworld,   v33 n4 p8(1) Jan 25, 1999
ISSN: 0010-4841
HOMEPAGE: http://www.computerworld.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

On the heels of the best online holiday shopping phase comes market study
research that indicates online shoppers' growing concerns about **returning
goods** bought online. According to the study, only 74 percent of online
shoppers are satisfied with their online experience, compared to 88 percent
just six months ago. Analysts agree that the rapid growth of Web-only
retail outlets may be partly to blame when it comes to dealing effectively
with post-sale interaction. Another reason is the poor integration of
back-office applications between Web stores and existing concrete retail
facilities. Amazingly, major retail chains like Sears, Starbucks, and
Victoria's Secret either make it more difficult for customers to **return**
online-purchased **goods** to physical store locations or will not accept
returns of such **goods** at all.

COMPANY NAME: Vendor Independent   (999999)
SPECIAL FEATURE: Charts
DESCRIPTORS: Catalogs; E-Commerce; Internet Marketing; Quality Assurance;
    Retailers
REVISION DATE: 20020830

14/5/3   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC
(c) 2005 Institution of Electrical Engineers. All rts. reserv.

6632051   INSPEC Abstract Number: C2000-08-1290F-082
 Title: **A risk-free perishable** item   returns **policy**
  Author(s): Webster, S.; Weng, Z.K.
  Author Affiliation: Sch. of Manage., Syracuse Univ., NY, USA
  Journal: Manufacturing & Service Operations Management   vol.2, no.1
p.100-6
  Publisher: INFORMS,
  Publication Date: 2000 Country of Publication: USA
  CODEN: MSOMFV ISSN: 1523-4614
  SICI: 1523-4614(2000)2:1L.100:RFPI;1-Y
  Material Identity Number: H428-2000-001
  U.S. Copyright Clearance Center Code: 1523-4614/2000/0201/0100$05.00
  Language: English   Document Type: Journal Paper (JP)
  Treatment: Practical (P); Theoretical (T)
  Abstract: A returns policy, which specifies a schedule of rebates from
manufacturer to retailer for product left over at the end of the selling
season, encourages larger order quantities and can increase manufacturer
profit. One downside from a manufacturer's perspective is the possibility
of very low profit due to high rebate expense when demand is lower than
expected. We take the viewpoint of a manufacturer selling a short
life-cycle product to a single risk-neutral **retailer** and describe returns
 policies that, when compared to no returns, satisfy two conditions: 1)
the retailer's expected profit is increased; and 2) the manufacturer's
profit is at least as large as when no returns are allowed. We refer such a
returns policy as risk-free. (18 Refs)
  Subfile: C
  Descriptors: costing; retailing; risk management; stock control
  Identifiers: risk-free returns policy; perishable item; rebates;
retailers; manufacturers; profit; short life-cycle product; supply chain
  Class Codes: C1290F (Systems theory applications in industry); C1290D (
Systems theory applications in economics and business)
  Copyright 2000, IEE

Sylvia Keys   23-May-05 10:58 AM

14/5/4   (Item 1 from file: 35)

01337372 ORDER NO: AAD94-07903

A SIMULATION MODEL OF USER SATISFACTION WITH LIBRARY POLICY DECISIONS
   Author: CHAN, SHUE-LEUNG
   Degree: PH.D.
   Year: 1993
   Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)
   Chair: MICHAEL D. COOPER
   Source: VOLUME 54/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
            PAGE 3623.   342 PAGES
   Descriptors: LIBRARY SCIENCE; INFORMATION SCIENCE
   Descriptor Codes: 0399; 0723

     A stochastic, discrete-event computer simulation model was constructed
to examine the factors that affect a library's ability to satisfy the needs
of its patrons. The model provides a controlled environment in which
alternative library policies about the circulation of the collection and
patterns of use by patrons can be evaluated and analyzed by categories of
failure. The collection can include monographs, and bound and unbound
periodicals of different subjects and loan periods. The patrons can be
subdivided into categories depending on their borrowing privileges and
propensity to use the library.
     The model assumes that a patron only continues to use the library if
the library's service is satisfactory. Therefore, the model not only
records the outcomes, the time and effort spent on the requests from
patrons who do use the library, but also potential requests lost by the
library as an indication of failure. Unlike most other models, this model
allows users to be flexible when the requested items are unavailable by
either recalling the **items** , browsing for substitute **items** , **returning**
at a later date to continue the search or abandoning their request.
     The effects of six policy variables (loan-period, purchasing duplicate
copies, weeding rates, browsing frequency, binding and reshelving
intervals) and five descriptive variables about the characteristics of the
collection and the patrons (rate of obsolescence and quality distribution
of the collection, volume of demand, temperament and persistency of the
patrons) were examined. Among the six library policies, the model found
loan-period policy to be most effective and browsing and
reshelving-interval the least in improving system performance.
     The results show both limitations and promises for the model. On the
one hand, the model takes considerable time and computer resources to run
and the results can be generalized only with great care. On the other hand,
the model provides quantitative predications and unique insights which are
difficult to obtain from other methods. The model's flexibility in handling
combinations of **policies** and assumptions and adaptability to **local**
circumstances also make it a useful management tool for policy evaluations.

14/5/5   (Item 2 from file: 35)

01130736 ORDER NO: AAD90-33255

**WOMEN'S PREFERENCES FOR AND SATISFACTION WITH THE CONVENIENCE SERVICES
OFFERED BY A DEPARTMENT STORE**
   Author: WILLIAMS, JANIS MARIE
   Degree: PH.D.

The purpose of this study was to investigate women's preferences for and satisfaction with the convenience services offered by a department store. Women were also asked to evaluate their enjoyment of shopping.

The sample consisted of 211 women shoppers who completed a questionnaire while shopping at a major department store in a Midwestern city. Some shoppers were asked to take a questionnaire with them to complete later and return it in the preaddressed envelope.

Respondents ranged in age from 18 to 77 years with the greatest number in the 28 to 37 age group. Sixty-five percent were married. Seventy-nine percent were employed: 61% full time and 18% part time. Nearly three-quarters had some college education or had earned a college degree.

Five convenience services were most important to women shoppers as they shopped for women's apparel and accessories in the test department store. Those five services in order of importance were easy to locate **merchandise** ;   **return** policy; helpful, knowledgeable salespeople; clean, private fitting rooms; and location of the store. Three-quarters of the women strongly agreed or agreed that they were satisfied with the convenience services offered by the department store. The age and level of education of the participant made a difference in her shopping enjoyment. The younger the shopper, the more likely she was to enjoy shopping. Women in the 18 to 27 age category enjoyed shopping more than other age categories. Women who had completed some graduate work enjoyed shopping more than women with other levels of education.

Importance of certain convenience services varied according to demographic characteristics. Married women had a stronger preference for the **store** 's location and its return **policy** . Single shoppers preferred layaway and a personal shopper. Women with no children were more likely to prefer free gift wrapping. The availability of credit was more important to employed shoppers while unemployed shoppers were more likely to prefer clean rest rooms and free gift wrapping.

14/5/6   (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09184282
The Great M&S cash giveaway
 UK: M&S IN MONEYBACK VOUCHERS BLUNDER
Sunday Mirror (ASZ)   31 Oct 1999 p.35
Language: ENGLISH

M&S has   left itself open to a loophole in its recent week-long money back vouchers scheme. Shoppers have been getting a GBt 5 voucher for every GBt 25 spent up to a maximum of four vouchers per visit. The vouchers can be redeemed in November. However, the **store** 's **policy** of accepting **returned**   **merchandise** has enabled people to abuse the system. The **goods** can be **returned** and customers refunded but there is nothing to stop them keeping the vouchers for them to use. Marks & Spencer is relying on people's honesty to hand their vouchers back but M&S could be exposed to losses of hundreds of thousands of pounds.

COMPANY: MARKS & SPENCER; M&S

Sylvia Keys   23-May-05 10:58 AM

PRODUCT: Department Stores (5311);
EVENT: Public Affairs (29);
COUNTRY: United Kingdom (4UK);

  14/5/7   (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

01206229
WHITBREAD EXPECTS GOOD GROWTH IN CURRENT YEAR
  UK - WHITBREAD EXPECTS GOOD GROWTH IN CURRENT YEAR
Times (TS)   22 July 1987 p23

At its AGM, the chairman of Whitbread has said that the group is in good
shape, and looks set to report good profit growth for the first half,
continuing through to the second. The **policy** of developing the **retail**
 business in previously under-represented regions is showing **good**
 returns , and despite poor weather, first half beer sales are only down
slightly on 1986. Heineken and Kaltenberg continue to sell well, and Stella
Artois continues to grow "at an exciting pace".*

PRODUCT: Beer & Other Malt Beverages (2082);
EVENT: COMPANY FINANCIAL DATA (80);
COUNTRY: United Kingdom (4UK); OECD Europe (415); NATO Countries (420);
    South East Asia Treaty Organisation (913);

  14/5/8   (Item 1 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2005 The New York Times. All rts. reserv.

01155860   NYT Sequence Number: 041541820206
(Consumer Saturday Column notes that NYC and NYS laws do not require stores
   to offer credits or refunds for returned   goods **, but to require**
   stores **to post their refund** policies **in conspicuous places and print**
   them on their receipts (S).)
KERR, PETER
New York Times, Col. 1, Pg. 21, Sec. 1
Saturday February 6 1982
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

DESCRIPTORS: RETAIL STORES AND TRADE; LAW AND LEGISLATION (STATE AND
   LOCAL); CONSUMER PROTECTION; DEFECTIVE PRODUCTS
PERSONAL NAMES: KERR, PETER
GEOGRAPHIC NAMES: NEW YORK STATE; NEW YORK CITY

  14/5/9   (Item 2 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2005 The New York Times. All rts. reserv.

00881243   NYT Sequence Number: 066995780531
(Lrs from Virginia Schafer and S Horen on May 17 article on Macy's refund
   policy **.** Store **, in order to deal with shoplifting problem, has**
   instituted policy of photographing customers who return   goods **.)**
HOREN, S
New York Times, Col. 5, Pg. 4, Sec. 3

Sylvia Keys   23-May-05 10:58 AM

Wednesday May 31 1978
DOCUMENT TYPE: Newspaper; LR. JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: MACY, R H, & CO
DESCRIPTORS: CUSTOMER RELATIONS; PHOTOGRAPHY; RETAIL STORES AND TRADE;
  SHOPLIFTING
PERSONAL NAMES: HOREN, S; SCHAFER, VIRGINIA

 14/5/10   **(Item 1 from file: 475)**
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2005 The New York Times. All rts. reserv.

07921174   NYT Sequence Number: 000000961118
WITHOUT A RECEIPT YOU MAY GET STUCK WITH THAT UGLY SCARF
lee, louise
Wall Street Journal, Col. 4, Pg. 1, Sec. A
Monday November 18 1996
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
    Retailers are at the point of no return; fed up with watching their
generous return **policies** become free-for-all, many **retailers** are
tightening their return **policies** and vowing to stand firm on rules even
for holiday gifts; many require a receipt for **returned** **goods** , no
exceptions, and some impose 'restocking fee' and have imposed time limit on
returns (L)

DESCRIPTORS: RETAIL STORES AND TRADE
PERSONAL NAMES: lee, louise
?

Refine Search

Search Results -

Terms	Documents
L4 and L5	6

Database:

```
US Pre-Grant Publication Full-Text Database
US Patents Full-Text Database
US OCR Full-Text Database
EPO Abstracts Database
JPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins
```

Search:

Refine Search

Recall Text   Clear   Interrupt

Search History

DATE: Monday, May 23, 2005   Printable Copy   Create Case

Set Name side by side	Query	Hit Count	Set Name result set
DB=TDBD; PLUR=YES; OP=OR			
L6	l4 and L5	6	L6
L5	online or on adj line	438	L5
L4	policy or policies	287	L4
L3	l1 and l2	2092	L3
L2	item or items or product or products or merchandise or good or goods or grocer$	11798	L2
L1	return$ or exchang$ or unwanted or defective$	11121	L1

END OF SEARCH HISTORY

Hit List

Search Results - Record(s) 1 through 6 of 6 returned.

☐ 1. Document ID: NNRD454157

L6: Entry 1 of 6   File: TDBD   Feb 1, 2002

TDB-ACC-NO: NNRD454157

DISCLOSURE TITLE: A method for controlling unwanted telephone calls and E-mail

PUBLICATION-DATA:
IBM technical Disclosure Bulletin, February 2002, UK

ISSUE NUMBER: 454
PAGE NUMBER: 323

Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw D

☐ 2. Document ID: NNRD44999

L6: Entry 2 of 6   File: TDBD   Sep 1, 2001

TDB-ACC-NO: NNRD44999

DISCLOSURE TITLE: A business survey method for building business links with
accomplished people.

PUBLICATION-DATA:
IBM technical Disclosure Bulletin, September 2001, UK

ISSUE NUMBER: 449
PAGE NUMBER: 1552

| Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw De |

☐ 3. Document ID: NNRD436157

L6: Entry 3 of 6   File: TDBD   Aug 1, 2000

TDB-ACC-NO: NNRD436157

DISCLOSURE TITLE: A Method and System to Help Customer Keep Track of e-business Process and Be Notified of Key Information in Time

PUBLICATION-DATA:
IBM technical Disclosure Bulletin, August 2000, UK

ISSUE NUMBER: 436
PAGE NUMBER: 1470

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COPYRIGHT STATEMENT: The text of this article is Copyrighted (c) IBM Corporation 2000. All rights reserved.

| Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw De |

☐ 4. Document ID: NNRD433104

L6: Entry 4 of 6   File: TDBD   May 1, 2000

TDB-ACC-NO: NNRD433104

DISCLOSURE TITLE: Hierarchical feature edge extraction based on local shape

PUBLICATION-DATA:
IBM technical Disclosure Bulletin, May 2000, UK

ISSUE NUMBER: 433
PAGE NUMBER: 909

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| Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw De |

☐ 5. Document ID: NA9203175

L6: Entry 5 of 6   File: TDBD   Mar 1, 1992

TDB-ACC-NO: NA9203175

DISCLOSURE TITLE: Neural Network <u>Policy</u> Determination for Optical Volume Switching.

PUBLICATION-DATA:
IBM Technical Disclosure Bulletin, March 1992, US

VOLUME NUMBER: 34
ISSUE NUMBER: 10A
PAGE NUMBER: 175 - 177

| Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw D |

☐ 6.   Document ID: NN910237

L6: Entry 6 of 6   File: TDBD   Feb 1, 1991

TDB-ACC-NO: NN910237

DISCLOSURE TITLE: Integrated Concurrency Control/CPU Scheduling.

PUBLICATION-DATA:
IBM Technical Disclosure Bulletin, February 1991, US

VOLUME NUMBER: 33
ISSUE NUMBER: 9
PAGE NUMBER: 37 - 40

| Full | Title | Citation | Front | Review | Classification | Date | Reference | | | Claims | KWIC | Draw D |

| Clear | Generate Collection | Print | Fwd Refs | Bkwd Refs | Generate OACS |

Terms	Documents
L4 and L5	6

```
File 344:Chinese Patents Abs Aug 1985-2005/May
        (c) 2005 European Patent Office
File 347:JAPIO Nov 1976-2005/Jan(Updated 050506)
        (c) 2005 JPO & JAPIO
File 350:Derwent WPIX 1963-2005/UD,UM &UP=200532
        (c) 2005  Thomson Derwent
File 348:EUROPEAN PATENTS 1978-2005/May W03
        (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20050519,UT=20050512
        (c) 2005 WIPO/Univentio
File 331:Derwent WPI First View    UD=200532
        (c) 2005  Thomson Derwent
File 371:French Patents 1961-2002/BOPI 200209
        (c) 2002 INPI.  All rts. reserv.

Set     Items   Description
S1      11011   RETURN?(5N)(ITEM OR ITEMS OR PRODUCT OR PRODUCTS OR MERCHA-
                NDISE OR GOOD OR GOODS OR GROCER?)
S2       4151   (COMPUTERI? OR AUTOMATED OR ONLINE OR ON()LINE OR LOCAL)(5-
                N)(POLICY OR POLICIES OR STATUS)
S3        230   S2(5N)(COMPAR? OR MATCH? OR CORRELAT? OR IDENTIF? OR SIMIL-
                AR OR SAME)
S4       5577   (RETAIL? OR BAM OR BRICK(1W)MORTAR OR STORE OR STORES OR S-
                HOP OR SHOPS OR IN()PERSON)(5N)(POLICY OR POLICIES OR STATUS)
S5       1146   (S2 OR S4)(5N)(LOOKUP OR LOOK()UP OR CHECK? OR VERIF? OR C-
                ONFIRM? OR DISPLAY OR FIND OR REQUEST? OR RETRIEV? OR VIEW?)
S6      12527   (MULTITIER? OR BOTH)(3N)(LOOKUP OR LOOK()UP OR CHECK? OR V-
                ERIF? OR CONFIRM?)
S7        632   AU=(CHRISTENSEN, J? OR CHRISTENSEN J? OR DURI, S? OR DURI -
                S? OR MOSKOWITZ, P? OR MOSKOWITZ P? OR MURDOCK, J? OR MURDOCK
                J?)
S8         31   S1 AND S3
S9         18   S8 AND S4
S10        18   S8 AND S5
S11         3   S10 NOT S9
S12       333   S1 AND S6
S13       245   S12 AND (POLICY OR POLICIES OR STATUS)
S14       159   S13 AND IC=G06F
S15        16   S14 NOT STATUS
S16        16   S15 NOT S11
S17         3   S7 AND S1
```

00599985
Method   and   apparatus   for   interprocess   communication in a multicomputer
    system.
Verfahren   und   Gerat   fur   Kommunikation   zwischen   Prozessen   in   einem
    Multirechnersystem.
Methode   et   appareil   pour   la   communication   entre des processus dans un
    systeme multi-ordinateur.
PATENT ASSIGNEE:
  International Business Machines Corporation, (200120), Old Orchard Road,
    Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)
INVENTOR:
  Carpenter, Eric Ross, 1905 Chaparral, Round Rock, Texas 78681, (US)
  Claussen, Christopher Shane, 1801 Wells Branch Parkway, No. 2322, Austin,
    Texas 78758, (US)
  Cox, James Otis, 12526 Split Rail Parkway, Austin, Texas 78750, (US)
LEGAL REPRESENTATIVE:
  Burt, Roger James, Dr. (52152), IBM United Kingdom Limited Intellectual
    Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)
PATENT (CC, No, Kind, Date): EP 592080 A2 940413 (Basic)
APPLICATION (CC, No, Date):   EP 93306119 930803;
PRIORITY (CC, No, Date): US 950331 920924
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: G06F-009/46;
ABSTRACT WORD COUNT: 233

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
     CLAIMS A   (English)   EPABF2   389
     SPEC A   (English)   EPABF2   22708
Total word count - document A   23097
Total word count - document B   0
Total word count - documents A + B   23097

...SPECIFICATION that are included are distributed execution management,
  scaffolding for customer simulation, collision avoidance within the **same**
   name space, **automated   status** collection mechanism, test case
  independence, common tester interface for multiple types of testing.
    The disclosed...processing a signal to the parent process that a
  message is pending. The parent will **retrieve** the message and create a
  local0 child **status** record. The registration packet with the handle for
  this process is then returned to the...is returned to the originating
  host server (368 for local; 386 for remote) with a **good   return** code.
  The client information is updated at 388 to indicate the remote handle
  and the...

00784137
SYSTEM,   METHOD,   AND   ARTICLE   OF   MANUFACTURE   FOR   DISTRIBUTED   GARBAGE
    COLLECTION IN ENVIRONMENT SERVICES PATTERNS
SYSTEME,   PROCEDE   ET   ARTICLE   DE   FABRICATION   EN MATIERE DE RECUPERATION
    D'ESPACE REPARTI DANS DES MOTIFS DE SERVICES D'ENVIRONNEMENT

Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  BOWMAN-AMUAH Michel K, 6416 Peak Vista Circle, Colorado Springs, CO 80918
    , US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill
    Road, Palo Alto, CA 94304, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200116729 A2-A3 20010308 (WO 0116729)
  Application: WO 2000US24238 20000831 (PCT/WO US0024238)
  Priority Application: US 99386435 19990831
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
  ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
  LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
  TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 150959

Fulltext Availability:
  Detailed Description

Detailed Description
... to prevent an entity from denying that it sent or received the
  message.

  167
  Possible **Product** Options
  Microsoft Windows NT; Novell NetWare; UN1X; Platinum Technologies
  AutoSecure SSO; Axents Enterprise Access Control...service calls can be
  made by client and server processes
  Synchronous calls that receive no **return** message are supported
  Very **good** security- must connect to access services
  198
  Security can be integrated w/ Kerberos
  Has many...Other Reasons to Use Tuxedo
  Tuxedo is the market leader OLTP
  Tuxedo is a proven **product** used in mission critical systems govt. and
  financial)
  Tuxedo can be used to develop highly...the report process.

  The functions designed to support this process are.

  Generate Report
  Get Report **Status**
  Control Reports
   Request Report (b2402)
  Delete Report (b2406)
  Print Report (b2404)
  230
  Generate Report. This module is called...

...messages written to the report process queue. It creates a new entry in the report **status** table with a status of " **requested** " and initiates the report writer process for immediate generation or sends a message to the...invoice. This would effectively decouple the invoice from the billing process which might be a **good** thing depending on the requirements.

It would be logical to conclude that the two types...

11/3,K/3   (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00475655
COMPUTERIZED SYSTEM AND ASSOCIATED METHOD FOR OPTIMALLY CONTROLLING STORAGE AND TRANSFER OF COMPUTER PROGRAMS ON A COMPUTER NETWORK
SYSTEME INFORMATISE ET PROCEDE ASSOCIE POUR LE CONTROLE OPTIMAL DE LA MISE EN MEMOIRE ET DU TRANSFERT DE PROGRAMMES INFORMATIQUES SUR RESEAU INFORMATIQUE
Patent Applicant/Assignee:
  CATHARON PRODUCTIONS INC,
Inventor(s):
  FEINBERG Michael A,
  FEINBERG Matthew A,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9907007 A2 19990211
  Application: WO 98US15627 19980728   (PCT/WO US9815627)
  Priority Application: US 97902591 19970729
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
  AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
  HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
  NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM
  KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI
  FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD
  TG
Publication Language: English
Fulltext Word Count: 88340

Fulltext Availability:
  Detailed Description

Detailed Description
... All MCMP packets consist of a MCMP header, followed optionally by one or more resource **identifiers** , and a data area called the packet body (Fig 1). The entire size of an...3) $$ Packet was encased in an

encryption packet ResourceReq = bit (Flags,4) $$ Packet constitutes a **request** for a resource
The elements of this structure are described in more detail below

MPVersion...decimal
point. For example, version 2.4 would be 0 2 4 0

Packet-Type **Identifier** (PacketType): A two-byte integer assigned by the vendor that
uniquely identifies the packet type...is
resumed containing the entire user data tree for the specified

Sylvia Keys   23-May-05 10:30 AM

16/3,K/1   (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00975333
Byte-compare operation for high-performance processor
Bytevergleich-Operation fur einen hochleistungsfahigen Prozessor
Fonction de comparaison d'octets pour un processeur a haute performance
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313088), 146 Main Street, Maynard,
    Massachusetts 01745, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Dubois-Chabert, Guy et al (15351), Societe de Protection des Inventions
    25, rue de Ponthieu, 75008 Paris, (FR)
PATENT (CC, No, Kind, Date): EP 884675 A2 981216 (Basic)
APPLICATION (CC, No, Date):   EP 98202994 910628;
PRIORITY (CC, No, Date): US 547992 900629
DESIGNATED STATES: DE; FR; GB; NL
RELATED PARENT NUMBER(S) - PN (AN):
  EP 463975 (EP 914017819)
INTERNATIONAL PATENT CLASS: **G06F-009/32**
ABSTRACT WORD COUNT: 60

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
      CLAIMS A (English) 9851   430
      SPEC A   (English) 9851   12331
Total word count - document A   12761
Total word count - document B   0
Total word count - documents A + B   12761

INTERNATIONAL PATENT CLASS: **G06F-009/32**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the
  required resources are available for **both** instructions by **check**
  circuitry 25. If resources are available and dual issue is possible then
  both instructions may...of high-order bits. The two most significant
  implemented physical address bits select a caching **policy** or
  implementation-dependent type of address space. Different implementations
  may put different uses and restrictions...cache 21 being small, no bigger
  than a page (8-64KB).
    (3) Correctly predicting subroutine **returns** is important for **good**

  performance, so optionally the CPU may include a small stack of predicted
  subroutine return instruction...

 16/3,K/2   (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493013
Granularity hint for translation buffer in high performance processor.
Granularitatshinweis in Ubersetzungspuffer eines Prozessors.
Indicateur de granularite pour tampon de traduction dans un processeur.

Sylvia Keys   23-May-05 10:33 AM

PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Lhoste, Catherine et al (57892), SOCIETE DE PROTECTION DES INVENTIONS 25,
    rue de Ponthieu, F-75008 Paris, (FR)
PATENT (CC, No, Kind, Date): EP 463978 A2 920102 (Basic)
                              EP 463978 A3 920617
APPLICATION (CC, No, Date):   EP 91401784 910628;
PRIORITY (CC, No, Date): US 547600 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: G06F-012/10
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS A (English) EPABF1   955
     SPEC A   (English) EPABF1   12004
Total word count - document A   12959
Total word count - document B   0
Total word count - documents A + B   12959

INTERNATIONAL PATENT CLASS: G06F-012/10

...SPECIFICATION parallel in decoders 23 and 24, then checks that the
  required resources are available for **both** instructions by **check**
  circuitry 25. If resources are available and dual issue is possible then
  both instructions may...of high-order bits. The two most significant
  implemented physical address bits select a caching **policy** or
  implementation-dependent type of address space. Different implementations
  may put different uses and restrictions...cache 21 being small, no bigger
  than a page (8-64KB).
      (3) Correctly predicting subroutine **returns** is important for **good**
   performance, so optionally the CPU may include a small stack of
  predicted subroutine return instruction...

 16/3,K/3   (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493012
Branching in a pipelined processor
Verzweigung in einem Pipeline-Prozessor
Branchement dans un processeur en pipeline
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Signore, Robert et al (18532), c/o SOCIETE DE PROTECTION DES INVENTIONS
    25, rue de Ponthieu, 75008 Paris, (FR)

PATENT (CC, No, Kind, Date):   EP 463977   A2   920102 (Basic)
                               EP 463977   A3   930922
                               EP 463977   B1   980729
APPLICATION (CC, No, Date):   EP 91401783 910628;
PRIORITY (CC, No, Date): US 547629 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: **G06F-009/38**
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
     CLAIMS B   (English)   9831   610
     CLAIMS B   (German)   9831   584
     CLAIMS B   (French)   9831   746
     SPEC B   (English)   9831   11943
Total word count - document A   0
Total word count - document B   13883
Total word count - documents A + B   13883

INTERNATIONAL PATENT CLASS: **G06F-009/38**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the
  required resources are available for **both** instructions by **check**
  circuitry 25. If resources are available and dual issue is possible then
  both instructions may...of high-order bits. The two most significant
  implemented physical address bits select a caching **policy** or
  implementation-dependent type of address space. Different implementations
  may put different uses and restrictions...cache 21 being small, no bigger
  than a page (8-64KB).
      (3) Correctly predicting subroutine **returns** is important for **good**
  performance, so optionally the CPU may include a small stack of predicted
  subroutine return instruction...

 16/3,K/4   (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493011
Data prefetch instruction in a reduced instruction set processor
Datenvorausladebefehl in einem Prozessor mit reduziertem Befehlssatz
Instruction de preextraction de donnees dans un processeur a jeu
    d'instruction reduit
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
. Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Lhoste, Catherine et al (57892), SOCIETE DE PROTECTION DES INVENTIONS 25,
    rue de Ponthieu, 75008 Paris, (FR)
PATENT (CC, No, Kind, Date):   EP 463976   A2   920102 (Basic)
                               EP 463976   A3   930825
                               EP 463976   B1   981021
APPLICATION (CC, No, Date):   EP 91401782 910628;
PRIORITY (CC, No, Date): US 547630 900629
DESIGNATED STATES: DE; FR; GB; NL

Sylvia Keys   23-May-05 10:33 AM

INTERNATIONAL PATENT CLASS: G06F-009/38
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS B   (English) 9843   406
     CLAIMS B   (German)   9843   462
     CLAIMS B   (French)   9843   522
     SPEC B   (English) 9843   12069
Total word count - document A   0
Total word count - document B   13459
Total word count - documents A + B   13459

INTERNATIONAL PATENT CLASS: G06F-009/38

...SPECIFICATION parallel in decoders 23 and 24,then checks that the
   required resources are available for **both** instructions by **check**
   circuitry 25. If resources are available and dual issue is possible then
   both instructions may...of high-order bits. The two most significant
   implemented physical address bits select a caching **policy** or
   implementation-dependent type of address space. Different implementations
   may put different uses and restrictions...cache 21 being small, no bigger
   than a page (8-64KB).
      (3) Correctly predicting subroutine **returns** is important for **good**
   performance, so optionally the CPU may include a small stack of predicted
   subroutine return instruction...

   16/3,K/5   (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493010
Byte-compare operation for high-performance processor
Bytevergleich-Operation fur einen hochleistungsfahigen Prozessor
Fonction de comparaison d'octets pour un processeur a haute performance
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Signore, Robert et al (18532), c/o SOCIETE DE PROTECTION DES INVENTIONS
    25, rue de Ponthieu, 75008 Paris, (FR)
PATENT (CC, No, Kind, Date): EP 463975 A2 920102 (Basic)
                              EP 463975 A3 931118
                              EP 463975 B1 990506
APPLICATION (CC, No, Date):   EP 91401781 910628;
PRIORITY (CC, No, Date): US 547992 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: G06F-009/30
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS B   (English) 9918   435

```
            CLAIMS B    (German)  9918         432
            CLAIMS B    (French)  9918         463
            SPEC B      (English) 9918       12771
Total word count - document A                    0
Total word count - document B                14101
Total word count - documents A + B           14101
```

INTERNATIONAL PATENT CLASS: **G06F-009/30**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the
   required resources are available for **both** instructions by **check**
   circuitry 25. If resources are available and dual issue is possible then
   both instructions may...of high-order bits. The two most significant
   implemented physical address bits select a caching **policy** or
   implementation-dependent type of address space. Different implementations
   may put different uses and restrictions...cache 21 being small, no bigger
   than a page (8-64KB).
        (3) Correctly predicting subroutine **returns** is important for **good**
   performance, so optionally the CPU may include a small stack of predicted
   subroutine return instruction...

 16/3,K/6   (Item 6 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493009
Branch elimination in a reduced instruction set processor.
Entfernung von Sprungen in einem Prozessor mit reduziertem Befehlssatz.
Elimination de branchements dans un processeur a jeu d'instructions reduit.
PATENT ASSIGNEE:
   DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
      01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
   Sites, Richard L., 21 Warren Street, Boylston, Massachussetts 01505, (US)
   Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
      (US)
LEGAL REPRESENTATIVE:
   Mongredien, Andre et al (17412), c/o SOCIETE DE PROTECTION DES INVENTIONS
      25, rue de Ponthieu, F-75008 Paris, (FR)
PATENT (CC, No, Kind, Date): EP 465328   A2   920108 (Basic)
                              EP 465328   A3   931201
APPLICATION (CC, No, Date):   EP 91401780 910628;
PRIORITY (CC, No, Date): US 547684 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: **G06F-009/38**
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
```
Available Text  Language     Update      Word Count
     CLAIMS A   (English)    EPABF1         509
     SPEC A     (English)    EPABF1       12011
Total word count - document A             12520
Total word count - document B                 0
Total word count - documents A + B        12520
```

INTERNATIONAL PATENT CLASS: **G06F-009/38**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the

required resources are available for **both** instructions by **check** circuitry 25. If resources are available and dual issue is possible then both instructions may...of high-order bits. The two most significant implemented physical address bits select a caching **policy** or implementation-dependent type of address space. Different implementations may put different uses and restrictions...cache 21 being small, no bigger than a page (8-64KB).

    (3) Correctly predicting subroutine **returns** is important for **good** performance, so optionally the CPU may include a small stack of predicted subroutine return instruction...

16/3,K/7   **(Item 7 from file: 348)**
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00493000
Branch prediction in high performance processor.
Sprungvorhersage in einem hochleistungsfahigen Prozessor.
Prediction de branchements dans un processeur a haute performance.
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (applicant designated states: DE;FR;GB;NL)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
  (US)
LEGAL REPRESENTATIVE:
  Dubois-Chabert, Guy et al (15351), Societe de Protection des Inventions
    25, rue de Ponthieu, F-75008 Paris, (FR)
PATENT (CC, No, Kind, Date): EP 463973 A2 920102 (Basic)
                                  EP 463973 A3 931201
APPLICATION (CC, No, Date): EP 91401771 910627;
PRIORITY (CC, No, Date): US 547589 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: **G06F-009/38**
ABSTRACT WORD COUNT: 359

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	443
SPEC A	(English)	EPABF1	11993
Total word count - document A			12436
Total word count - document B			0
Total word count - documents A + B			12436

INTERNATIONAL PATENT CLASS: **G06F-009/38**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the required resources are available for **both** instructions by **check** circuitry 25. If resources are available and dual issue is possible then both instructions may...of high-order bits. The two most significant implemented physical address bits select a caching **policy** or implementation-dependent type of address space. Different implementations may put different uses and restrictions...cache 21 being small, no bigger than a page (8-64KB).

    (3) Correctly predicting subroutine **returns** is important for **good** performance, so optionally the CPU may include a small stack of predicted subroutine return instruction...

Sylvia Keys   23-May-05 10:33 AM

16/3,K/8   (Item 8 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00492999
In-register data manipulation in reduced instruction set processor
Registerhaltige   Datenbearbeitung   in   einem   Prozessor   mit   reduziertem
    Befehlssatz
Manipulation de donnees en registre dans un processeur a jeu d'instructions
    reduit
PATENT ASSIGNEE:
  DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA
    01754, (US), (Proprietor designated states: all)
INVENTOR:
  Sites, Richard L., 21 Warren Street, Boylston, Massachusetts 01505, (US)
  Witek, Richard T., 8 Silverbirch Lane, Littleton, Massachusetts 01460,
    (US)
LEGAL REPRESENTATIVE:
  Buchan, Ian Alexander et al (60572), Eric Potter & Clarkson, Park View
    House, 58 The Ropewalk, Nottingham NG1 5DD4, (GB)
PATENT (CC, No, Kind, Date): EP 465322 A2 920108 (Basic)
                              EP 465322 A3 921119
                              EP 465322 B1 990922
APPLICATION (CC, No, Date):   EP 91401770 910627;
PRIORITY (CC, No, Date): US 547619 900629
DESIGNATED STATES: DE; FR; GB; NL
INTERNATIONAL PATENT CLASS: **G06F-009/308 ; G06F-009/312 ; G06F-009/315**
ABSTRACT WORD COUNT: 359
NOTE:
  Figure number on first page: NONE

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS B (English)   9938   1295
      CLAIMS B (German)   9938   1319
      CLAIMS B (French)   9938   1498
      SPEC B   (English)   9938   12441
Total word count - document A   0
Total word count - document B   16553
Total word count - documents A + B   16553

INTERNATIONAL PATENT CLASS: **G06F-009/308** ...

... **G06F-009/312** ...

... **G06F-009/315**

...SPECIFICATION parallel in decoders 23 and 24, then checks that the
  required resources are available for **both** instructions by **check**
  circuitry 25. If resources are available and dual issue is possible then
  both instructions may...of high-order bits. The two most significant
  implemented physical address bits select a caching **policy** or
  implementation-dependent type of address space. Different implementations
  may put different uses and restrictions...cache 21 being small, no bigger
  than a page (8-64KB).
     (3) Correctly predicting subroutine **returns** is important for **good**
  performance, so optionally the CPU may include a small stack of predicted

subroutine return instruction...

 16/3,K/9 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01225264 **Image available**
METHOD AND SYSTEM FOR ESTABLISHING A COMMUNICATION USING PRIVACY ENHANCING
 TECHNIQUES
PROCEDE ET SYSTEME D'ETABLISSEMENT D'UNE COMMUNICATION AU MOYEN DE
 TECHNIQUES RENFORCANT LA CONFIDENTIALITE
Patent Applicant/Inventor:
 ENGBERG Stephan J, Stengaards Alle 33 D, DK-2800 Lyngby, DK, DK
 (Residence), DK (Nationality)
Legal Representative:
 NIELSEN Henrik Sten (agent), Budde, Schou & Ostenfeld A/S, Vester Sogade
 10, DK-1601 Copenhagen V, DK,
Patent and Priority Information (Country, Number, Date):
 Patent: WO 200534424 A1 20050414 (WO 0534424)
 Application: WO 2004DK692 20041008 (PCT/WO DK04000692)
 Priority Application: US 2003509669 20031008
Designated States:
(All protection types applied unless otherwise stated - for applications
2004+)
 AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
 DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
 LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
 RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
 (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
 SE SI SK TR
 (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
 (AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 38288

International Patent Class: **G06F-017/60**
Fulltext Availability:
 Detailed Description

Detailed Description
:.. can be initiated in this session.

 Any session can be authenticated anonymously, using credentials to
 verify **both** positive (memberships, citizenships, tickets) or avoiding
 negative credentials (not on a criminal block list), temporary...a key
 traceable to a Root Certificate Key and thus overriding attempt to
 enforce a **policy** on Fair Use. This aspect would in combination with the
 ability to act under pseudonyms...

 ...User control. One example would be to disallow a provider of computers
 to enforce a **policy** that only devices produced by him can be attached
 to the system.

 The hardware specifications...Card holder has to be able to reproduce the
 matching information to access the signatures **verifying** identity.

 Both Identity and biometrics and be verified against block-lists in a

safe environment without registering...picks the product from the shelf until payment allows consumer tracking, e.g., knowing what **products** have been **returned** to the shelf, when the total price of the trolley exceeds the consumer ability to...a TRANSFER command in parallel with the change from Phase 2 to Phase 3.

When **returning** the **product** for recycling in Phase 4, consumer can disable PRIVACY MODE and restore the Tag to...

...aspects of RFID. Two main approaches have been
SUBSTITUTE SHEET (RULE 26)
considered - KILL and **Policy** -based approaches.
Much consideration focuses on deactivating the RFID tag either physically or by issuing...

...However, this prevents the use of RFID tags for other purposes, such as warranty, authenticity, **return** of **goods** , use of presents with purchase information attached and home intelligent applications, i.e., second and...

...and customers and of course regulatory questions for politicians on what all this means for **policy** . We need better balances both within and between all these areas. If not we risk...

16/3,K/10   (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

01221912   **Image available**
RISK IDENTIFICATION SYSTEM AND METHODS
SYSTEME ET PROCEDES D'IDENTIFICATION DE RISQUES
Patent Applicant/Assignee:
  MOEBS $ERVICES INC, 21 N. Skokie Highway, Suite 204, Lake Bluff, IL 60044
    , US, US (Residence), US (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
  MOEBS G Michael, 1140 Highland Avenue, Lake Forest, IL 60045, US, US
    (Residence), US (Nationality), (Designated only for: US)
  WILLIAMS Kenneth A, 235 Gillett Avenue, Waukegan, IL 60085, US, US
    (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  VALAUSKAS Charles C (agent), Baniak Pine & Gannon, Suite 1200, 150 N.
    Wacker Drive, Chicago, IL 60606, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200529231 A2 20050331 (WO 0529231)
  Application: WO 2004US29730 20040910 (PCT/WO US04029730)
  Priority Application: US 2003502436 20030912; US 2004937933 20040910
Designated States:
(All protection types applied unless otherwise stated - for applications
2004+)
  AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
  DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
  LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
  RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
  (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
  SE SI SK TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 10105

Main International Patent Class: **G06F**
Fulltext Availability:
  Detailed Description

Detailed Description
... set across the board for all overdrafts. For example, the financial
  institution may adopt a **policy** that provides that only those overdrafts
  that total no more than 1 5 $500. in...
...the funds available in the customer's checking account are to be
  honored. Such a **policy** is advantageous to the financial institution in
  that it limits the risk it has to any one customer to a set low level.
  Such a **policy** , however, may·be disadvantageous to the customer who is
  keenly interested in ensuring that, if:...

...certain minimum period of time (for example, three months).

  One embodiment of the system utilizes **both** a **check**   **verification**
  report and a credit rating score to determine whether to accept
  overdrafts from a new...the check limit upon the financial institution's
  discretion and based on tolerance and risk **policy** . Factors a financial
  institution would adjust the check limit include: market conditions,
  number of branches...

...drawing on uncollected funds, automatic teller machine (ATM) abuse,
  transactions involving forgery, transactions involving draft **returned**
  stop payment, or transactions involving **items** belonging to a deceased
  party. The negative information 404 listed above corresponds to a code...

...account abuse of electronic transfer account (ETA), unsatisfactory
  handling, drawing against uncollected funds, transactions involving
  items or checks **returned** as uncollectable, overdrafts and
  unintentional account abuse. The abuse information 406 listed above
  corresponds to... ·

 16/3,K/11   **(Item 3 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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01185402   **Image available**
METHOD, SYSTEM AND SOFTWARE FOR STATE SIGNING OF INTERNET RESOURCES
PROCEDE, SYSTEME ET LOGICIEL DE CODAGE D'ETAT DE RESSOURCES INTERNET
Patent Applicant/Assignee:
  CAYMAS SYSTEMS INC, 1179-A North McDowell Boulevard, Petaluma, CA 94954,
    US, US (Residence), US (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
  ROSENSTEIN Adam H, P.O. Box 750814, Petaluma, CA 94941, US, US
    (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  SINGER James M (agent), Pepper Hamilton LLP, One Mellon Center, 50th
    Floor, 500 Grant Street, Pittsburgh, 15219, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 2004107132 A2 20041209 (WO 04107132)
  Application: WO 2004US17015 20040528 (PCT/WO US04017015)
  Priority Application: US 2003473931 20030528

Designated States:
(All protection types applied unless otherwise stated - for applications
2004+)
  AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
  DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
  LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
  RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
  (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
  SE SI SK TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 5758

Main International Patent Class: **G06F**
Fulltext Availability:
  Detailed Description

English Abstract
  ...integrity item. Enabling/disabling of state signing for various data
  items can be controlled through **policies** tied to URL prefixes.

Detailed Description
... 1) "Method and System for Identifying Bidirectional Packet Flow" filed
  on May 28, 2004; 2)" **Policy** Based Network Address Translation7' filed on
  May 28, 2004; and 3) "Multilayer Access Control Security...

...the subsystem may include one or more of hardware and software.

  [00151 Enabling/disablingstatesipingforvariousdataitemsmaybecontrolled
  through **policies** tied to URL prefixes. In an embodiment, individual
  signatures are accompanied by a control word...

...or more flags and values which control how the signature is verified
  when the data **item** is **returned** .

  BRIEF DESCRIPTION OF THE DRAWINGS
  [00161 Theaccompanyingdrawings,whichareincorporatedinandfonnapartofthe
  specification, illustrate embodiments of the present invention...

...application data 104.

  This discriminatory verification and signing may be accomplished through
  the use of **policies** installed into the state signer 200 that select
  which pieces of application data 104 are signed in the signed application
  data 202. These **policies** may be triggered by or based on URI prefixes
  associated with each application element, user IDs or other **policy**
  predicates. The **policies** may also be used to determine which requests
  are in the signed return request 204...

...provided to ens@-ure that if cookie signing is disabled on any
  particular prefix, other **policies** bearing that prefix "inherit" that
  state.

  [00461 With respect to cookie requests, the process may be initiated by
  consulting a **policy** database to determine the state of the cookie
  signing feature (enabled/disabled) for **both** signature **checking** and
  the subsequent signature generation. In an embodiment, the authenticated

user 11) of the requestor...

 16/3,K/12   **(Item 4 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

01126940   **Image available**
METHOD AND APPARATUS FOR SECURE PROCESSING OF SENSITIVE DATA
PROCEDE ET APPAREIL DE TRAITEMENT SECURISE DE DONNEES SENSIBLES
Patent Applicant/Assignee:
  INTERNATIONAL BUSINESS MACHINES CORPORATION, New Orchard Road, Armonk, NY
     10504, US, US (Residence), US (Nationality)
Inventor(s):
  TRAPP Martin, Brahmsstr 8, 76534 Baden-Baden, DE,
  ZWISSLER Sonja, Meisenweg 6, 72250 Freudenstadt, DE,
Legal Representative:
  JENNINGS Derek S (agent), T.J. Watson Research Center, P.O. Box 218,
     Yorktown Heights, NY 10598, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200449101 A2-A3 20040610 (WO 0449101)
  Application: WO 2003US25720 20030818 (PCT/WO US03025720)
  Priority Application: US 200265802 20021120
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
  EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PG PH PL PT RO RU SC SD
  SE SG SK SL SY TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW
  (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
  SI SK TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9964

Main International Patent Class: **G06F-015/16**
Fulltext Availability:
  Detailed Description

Detailed Description
... or quality of service agreements as described in (Dinesh Venna, Mandis
  Beigi and Raymond Jennings, " **Policy** Based SLA Management in Enterprise
  Networks", in Lecture Notes in Computer Science, Vol. 1995, pages...

...type of action is a Function 303. A function takes an ordered set of
  data **items** as input (inputSpec) and **returns** an ordered set of data
  items as output (outputSpec). The execution of a 5 function is
  controlled by a Boolean expression...

...never compromised. In case of an error, the request processing
  terminates in step 403.

  If **both**   **checks** are passed, the request handler initializes the
  processing state S for the task processing in...

16/3,K/13   (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

01053620   **Image available**
METHOD AND SYSTEM FOR ESTABLISHING A HIERARCHICALLY STRUCTURED WEB SITE FOR
    E-COMMERCE
PROCEDE ET SYSTEME POUR CREER UN SITE WEB A STRUCTURE HIERARCHIQUE DESTINE
    AU COMMERCE ELECTRONIQUE
Patent Applicant/Assignee:
  INTERNATIONAL BUSINESS MACHINES CORPORATION, New Orchard Road, Armonk, NY
    10504, US, US (Residence), US (Nationality), (For all designated states
    except: US)
  IBM UNITED KINGDOM LIMITED, PO Box 41, North Harbour, Portsmouth,
    Hampshire PO6 3AU, GB, GB (Residence), GB (Nationality), (Designated
    only for: MG)
Patent Applicant/Inventor:
  SUWANDA Hendra, 102 Strathearn Avenue, Richmond Hill, Ontario L4B 2J7, CA
    , CA (Residence), CA (Nationality), (Designated only for: US)
Legal Representative:
  BURT Roger James (agent), IBM United Kingdom Limited, Intellectual
    Property Law, Hursley Park, Winchester, Hampshire SO21 2JN, GB,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200383718 A1 20031009 (WO 0383718)
  Application: WO 2003GB1342 20030320 (PCT/WO GB0301342)
  Priority Application: CA 2379306 20020327
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CH CN CO CR CU CZ DE DK DM DZ EC
  EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS
  LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PH PL PT RO RU SC SD SE SG
  SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
  (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
  SI SK TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 20240

Main International Patent Class: G06F-017/30
Fulltext Availability:
  Detailed Description

Detailed Description
... Servlet mechanism. It typically requires access to,,information stored
  in a (relational) database. Access control,'. **policy** of the site
  determines who ...site, a more
  complex authentication state may be introduced in order to support the
  site **policy** . For our purpose, a simple binary state is sufficient.

  Simple Forms
  Forms are commonly used...to return to the
  shopping cart page after reviewing the full description of that line
  item .

  Also, a: link for **returning** to the source page may be provided on the
  destination page. The return,URL to...helper section containing

helper pages acting as a,,guard that is useful'to enforce certain **policy** of
the site. The guarding section is typically used as a checkpoint to
collect some...will be taken from the registration
information. Therefore, only "registered" shoppers may use the Express
 Checkout , whereas any user (**both** "guest" and "registered" shopper)
may use
the Regular Checkout. The difference is ...Page, 245 should be visited
via the link, 249 provided. This page explains the site **policy** on this
matter. Submitting request for a new password in this page
will trigger an...entry port 235. Updating
registration information requires shopper authentication unless earlier
authenticated. To reflect this **policy** , the link, 261 from the
corresponding entry port, 235 into the Registration Form page, 264...

 16/3,K/14   **(Item 6 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00850770   **Image available**
**METHOD AND SYSTEM FOR PROCESSING FINANCIAL INSTRUMENT DEPOSITS PHYSICALLY
    REMOTE FROM A FINANCIAL INSTITUTION**
**PROCEDE ET SYSTEME DE TRAITEMENT DU DEPOT D'INSTRUMENTS FINANCIERS
    PHYSIQUEMENT ELOIGNE D'UNE INSTITUTION FINANCIERE**
Patent Applicant/Assignee:
  ZIONS BANCORPORATION, One South Main Street, Salt Lake City, UT 84111, US
    , US (Residence), US (Nationality)
Inventor(s):
  BUCHANAN Danne, 3362 East Oak Hollow Circle, Sandy, UT 84093, US,
  TITUS William Ronald, 345 North Coventry Circle, Fruit Heights, UT 84037,
    US,
Legal Representative:
  JOHANSON Kevin K (et al) (agent), Workman, Nydegger & Seeley, 1000 Eagle
    Gate Tower, 60 East South Temple, Salt Lake City, UT 84111, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200184453 A1 20011108 (WO 0184453)
  Application: WO 2001US339 20010105 (PCT/WO US0100339)
  Priority Application: US 2000560779 20000428; US 2000676956 20001002
Designated States: .
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
  GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
  MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA
  UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 16424

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... is processed by the maker bank. through their computer systems and

included as per their **policies** in their customer statements. Checks retumed to the depositor for any reason will i0 take...3) either autonomously, or under operator/depositor control initially remotely "processes" a check into electronic **check** data **both** in the form of image data and. informational data which can be further processed and... causing remote site processor 201 to instruct and execute the necessary steps for capturing the **check** or financial instrument **both** physically and electronically, (ii) performing requisite data processing on the electronic data from the capturing...When the central site has determined the check image and other associated data (relating to **both** the **check** image and data, and the deposit information) is complete and accurate and meets; the deposit...the reason for return. Otherw(inverted exclamation mark)se, the image will be used for **return** **item** purposes until the retum **item** image is retumed to the bank of first deposifs central site. At that: point, if...196 either autonomously, or under operator/depositor control inifially remotely "processes" a check into electronic **check** data **both** in the form of image data and informational data which can be further processed and...step 1370 it is detennined that the item is not payable by the maker the **item** image or printed **item** is **returned** to the original depositor in process step 14 1 0 and the process ends in...

 16/3,K/15   (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00850747   **Image available**
METHOD AND SYSTEM FOR PROCESSING FINANCIAL INSTRUMENT DEPOSITS PHYSICALLY REMOTE FROM A FINANCIAL INSTITUTION
PROCEDE ET SYSTEME PERMETTANT DE TRAITER DES DEPOTS D'INSTRUMENTS FINANCIERS PHYSIQUEMENT ELOIGNES D'UNE INSTITUTION FINANCIERE
Patent Applicant/Assignee:
  ZIONS BANCORPORATION, One South Main Street, Salt Lake City, UT 84111, US , US (Residence), US (Nationality)
Inventor(s):
  BUCHANAN Danne, 3362 East Oak Hollow Circle, Sandy, UT 84093, US,
  TITUS William Ronald, 345 North Coventry Circle, Fruit Heights, UT 84037, US,
Legal Representative:
  JOHANSON Kevin K (et al) (agent), Workman, Nydegger & Seeley, 1000 Eagle Gate Tower, 60 East South Temple, Salt Lake City, UT 84111, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200184417 A1 20011108 (WO 0184417)
  Application: WO 2000US26309 20000925 (PCT/WO US0026309)
  Priority Application: US 2000560779 20000428
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
  AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES
  FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
  LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
  TT TZ UA UG UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 12720

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... is processed by the maker bank through their computer systems and
   included as per their **policies** in their customer staterments. Checks
   retumed to the depositor for any reason will take the...3) either
   autonomously, or under operator/depositor control initially remotely
   "processes" a check into electronic **check** data **both** in the fonn of
   image data and informational data which can be further processed and...

...causing remote site processor 201 to instruct and execute the necessary
   steps for capturing the **check** or financial instrument **both** physically
   and electronically, (ii) performing requisite data processing on the
   electronic data froni the capturing...When the central site has
   determined the check image and other associated data (relating to **both**
   the **check** image and data, and the deposit information) is complete and
   accurate and meets; the deposit...site or the remote site can a be
   included in all retum images and/or **returned** paper **items** to enable
   complete and accurate tracking of all retum items.

   Re-deposit may be performed...

...site prompting the remote site operator with instructions on how to scan
   and transmit the **returned** paper **item** or re-deposit the endorsed image
   previously captured and stored. The unique item number assigned...

  16/3,K/16   (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00498913   **Image available**
**SYSTEMS, METHODS AND COMPUTER PROGRAM PRODUCTS FOR DETERMINING COMPLIANCE
    OF CHEMICAL PRODUCTS TO GOVERNMENT REGULATIONS**
**SYSTEMES, PROCEDES ET PRODUITS PROGRAMMES MACHINE POUR DETERMINER SI DES
    PRODUITS CHIMIQUES SONT CONFORMES AUX REGLEMENTS EDICTES PAR LE
    GOUVERNEMENT**
Patent Applicant/Assignee:
  EASTMAN CHEMICAL COMPANY,
Inventor(s):
  PETKE Frederick David,
  HICKMAN D Russell,
  GRAHAM William D Jr,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9930265 A1 19990617
  Application: WO 98US26286 19981210   (PCT/WO US9826286)
  Priority Application: US 97989040 19971211
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  BR CN JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 14185

Main International Patent Class: **G06F-019/00**
International Patent Class: **G06F-017/00**
Fulltext Availability:
  Detailed Description

Sylvia Keys   23-May-05 10:33 AM

Detailed Description
...   and the Philippines. The Regulatory Compliance
  Verifying 133 interacts with all of these nations by **checking**   **both**
  the ship-from country and the ship-to country and against the inventories
  of each...country is not regulated, then no regulatory checks are
  required for that country. The rules **check**   **both**   the ship-from and the
  ship-to countries on the order.

  3 . Chemical Inventory Lists...product has chemical components. If NO, an
  exception is noted (Block 135) and operations end.

   Returning   to Block 601, if the **product** has chemical components, then
  at
  Block 602 a test is made as to whether the...
...may not be based on regulations but rather may be based on a
  manufacturer's **policy** .

  If the Family is sales restricted at Block 610, a test is made at Block
  ...
?

17/3,K/1   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015238047   **Image available**
WPI Acc No: 2003-298973/200329
XRPX Acc No: N03-237759
    Item   returning **method for store, involves identifying confirmation of**
    returnable **and non-** returnable items **on list created according to**
    return **policy of store**
Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)
Inventor: **CHRISTENSEN J E ; DURI S S ; MOSKOWITZ P A ; MURDOCK J S**
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 20020184106 A1   20021205 US 2001874195   A   20010605   200329   B

Priority Applications (No Type Date): US 2001874195 A 20010605
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
US 20020184106 A1   13 G06F-017/60

    Item   returning **method for store, involves identifying confirmation of**
    returnable **and non-** returnable items **on list created according to**
    return **policy of store**
Inventor: **CHRISTENSEN J E ...**

... DURI S S ...

... MOSKOWITZ P A ...

... MURDOCK J S

Abstract (Basic):
...   A list of **items** to be **returned** is created by checking each
    of the **items** with a **return** policy of a store and the items are
    added to the list according to the **return** policy. The list of **items**
    is transmitted to the terminal in store. The confirmation of the
    returnable and non- **returnable** items on the list is identified.
...   1) computer system for processing **return** of **items** supplied
    by store; and...

...For **returning** **items** such as **groceries** and other consumer products
    supplied by store...

...The **items** are **returned** efficiently to the store according to the
    return policy of the store...

17/3,K/2   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 `Thomson Derwent. All rts. reserv.

014815151   **Image available**
WPI Acc No: 2002-635857/200268
XRPX Acc No: N02-502356
    Income tax return preparation method for retail store, involves
    validating tax data received from financial recording service provider
    and submitting to tax authority

Sylvia Keys   23-May-05 10:34 AM

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)
Inventor: DINKIN S; GREENE D P; GREY W; **MOSKOWITZ P A** ; STERN E H; YU P S
Number of Countries: 001   Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 20020091602 A1   20020711 US 2001758616   A   20010111 200268 B

Priority Applications (No Type Date): US 2001758616 A 20010111
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
US 20020091602 A1   10 G06F-017/60

...Inventor: **MOSKOWITZ P A**

Abstract (Basic):
...   2) Computer program **product** for preparing tax **return** .

 17/3,K/3   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00790594   **Image available**
METHOD AND SYSTEM FOR ON-LINE SALE, BARTER, AND TRADE
PROCEDE ET SYSTEME DE VENTE, TROC ET COMMERCE EN LIGNE
Patent Applicant/Assignee:
  WEBSWAP INC, 2585 E. Bayshore Road, Palo Alto, CA 94303, US, US
    (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  CHRISTENSEN Jens , 601 Twelve Acres Drive, Los Altos, CA 94022, US, US
    (Residence), DK (Nationality), (Designated only for: US)
  NAVAB Neguine, 601 Twelve Acres Drive, Los Altos, CA 94022, US, US
    (Residence), US (Nationality), (Designated only for: US)
  FRAPPIER Mark, 428 Occidental Avenue, San Mateo, CA 94402, US, US
    (Residence), US (Nationality), (Designated only for: US)
  CHRISTENSEN Tomas, 2111 Creeden Way, Mountain View, CA 94040, US, US
    (Residence), DK (Nationality), (Designated only for: US)
  SINGHAL Nikhyl, 20686 Celeste Circle, Cupertino, CA 95014, US, US
    (Residence), US (Nationality), (Designated only for: US)
  SCOTT George, 549 Isla Vista Terrace, Sunnyvale, CA 94086, US, US
    (Residence), US (Nationality), (Designated only for: US
Legal Representative:
  LEBLANC Stephen J (et al) (agent), Law Offices of Jonathan Alan Quine,
    P.O. Box 458, Alameda, CA 94501, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200124091 A1 20010405 (WO 0124091)
  Application: WO 2000US26803 20000928   (PCT/WO US0026803)
  Priority Application: US 99156926 19990928
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
  ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
  LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
  TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English

Sylvia Keys   23-May-05 10:34 AM

Filing Language: English
Fulltext Word Count: 11491

Patent Applicant/Inventor:
  CHRISTENSEN Jens ...
Fulltext Availability:
  Detailed Description

Detailed Description
... 4 6.

   Thus, a new user with an item to trade may see many additional **items**
   they can get in **return** for that **item** and the total number of proposed
   trades by the system is greatly increased, thus making...

```
  SHOW FILES
File 344:Chinese Patents Abs Aug 1985-2005/May
         (c) 2005 European Patent Office
File 347:JAPIO Nov 1976-2005/Jan(Updated 050506)
         (c) 2005 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2005/May W03
         (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20050519,UT=20050512
         (c) 2005 WIPO/Univentio
File 331:Derwent WPI First View    UD=200533
         (c) 2005  Thomson Derwent
File 371:French Patents 1961-2002/BOPI 200209
         (c) 2002 INPI.  All rts. reserv.


Set      Items   Description
S1          49   RETURN(W)POLICY
S2          40   S1 AND INTERNET
S3          10   S2 AND PY<2001
```

S3/3,AB,K/ALL

3/3,AB,K/1   (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01146213
Methods and apparatus for automated item return processing
Verfahren und Apparat fur die automatische Bearbeitung einer Warenruckgabe
Methode et appareil pour le traitement automatise du retour de marchandises
PATENT ASSIGNEE:
  NCR INTERNATIONAL INC., (1449480), 1700 South Patterson Boulevard,
    Dayton, Ohio 45479, (US), (Applicant designated States: all)
INVENTOR:
  Dejaeger, Wilfried Elie Yves, 315 Hurst Bourne Lane, Duluth, Georgia
    30097, (US)
LEGAL REPRESENTATIVE:
  Williamson, Brian (84715), International IP Department, NCR Limited, 206
    Marylebone Road, London NW1 6LY, (GB)
PATENT (CC, No, Kind, Date): EP 999510 A2 000510 (Basic)
                              EP 999510 A3 031022
APPLICATION (CC, No, Date):   EP 99308308 991021;
PRIORITY (CC, No, Date): US 184800 981102
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
  LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60; G07F-007/06

ABSTRACT EP 999510 A2
    A return system for simplifying the process of a return transaction in
  which merchandise is returned to a retailer for credit or other
  adjustment. A customer provides information at one of a number of
  customer-operated stations, which may include in-store kiosks or other
  in-store customer-operated stations, or customer-owned personal
  computers. The customer-operated stations operate under control of a
  central computer. The central computer may directly supervise the
  transfer of information, which may control the customer-operated station
  directly or may periodically exchange information with the
  customer-operated station, the customer-operated station operating under
  control of its own software. The central computer collects and stores the
  return information for immediate processing or to perform analysis
  functions and customer satisfaction follow-up transactions. The return
  information is also transmitted to a return center to notify one or more
  human operators at the return center of the pendency of a return and to
  provide the operators with the return information.
ABSTRACT WORD COUNT: 155
NOTE:
  Figure number on first page: 1
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
      CLAIMS A (English)   200019   785
      SPEC A   (English)   200019   2355
Total word count - document A   3140
Total word count - document B   0
Total word count - documents A + B   3140

...SPECIFICATION operated remote computer system 114. Communication is
  accomplished through a direct dialup connection, through the Internet ,
  or by other suitable means. The central computer 102 receives information
  about the desired return...

...be contained within the central processing unit 306), which establishes
a dialup connection to the Internet , allowing communication with the
remote interface 110 illustrated in Figure 1. Alternatively, the modem
308...

...software such as a web browser software package, which allows transfer
of information via the Internet between the remote computer 114 and the
central computer 102, or modem software, which allows...will become final
when the item is verified to be returned in compliance with merchant
return policy . At step 506, the return information is transmitted to a
return center for action by...

...CLAIMS claimed in claim 6, wherein the personal computer communicates
    with the central computer via the Internet .
  8. A return system as claimed in any preceding claim, wherein the
    communication devices included...

...computer.
  16. A method as claimed in claim 15, wherein the remote interface is the
    Internet .

3/3,AB,K/2   (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

00942007
  System and method for distributed content electronic commerce
  **System und Verfahren fur den elektronischen Handelsverkehr mit verteiltem
    Inhalt**
  Systeme et methode de commerce electronique a contenu reparti
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
    (US), (Applicant designated States: all)
INVENTOR:
  McKanna Gregory, James, One Laurel Lane, Sausalito, California 94965,
    (US)
LEGAL REPRESENTATIVE:
  Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub,
    Baaderstrasse 3, 80469 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 855687 A2 980729 (Basic)
                              EP 855687 A3 010613
APPLICATION (CC, No, Date):   EP 98100147 980107;
PRIORITY (CC, No, Date): US 783181 970115
DESIGNATED STATES: DE; ES; FR; GB; IT
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G07F-019/00; G06F-017/60

ABSTRACT EP 855687 A2
    Distributed electronic commerce is conducted over a network by
  substantially separating transaction functionality from merchant content.
  Electronic commerce transaction functionality is provided by a commerce
  server having a commerce database. The commerce server stores merchant
  and purchaser profile data and merchant content summaries on the commerce
  database. The purchaser browses and searches for product and merchant
  information using the commerce server, and is provided with more detailed
  information stored at a separate merchant content server system. The
  purchaser selects products to purchase, and a purchase order is sent to
  the commerce server. The commerce server initiates the settlement of
  accounts between the merchant and purchaser, and initiates order

fulfillment for the selected product. The separation of transaction
functionality and merchant content onto separate servers under the
control of a commerce service provider and a merchant, respectively,
provides a more efficient and effective way of carrying out electronic
commerce over a network.
ABSTRACT WORD COUNT: 152
NOTE:
   Figure number on first page: 2
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
       CLAIMS A (English)   9831   729
       SPEC A   ·(English)   9831   4296
Total word count - document A   5025
Total word count - document B   0
Total word count - documents A + B   5025

...SPECIFICATION commerce database 24. Network 21 is a data network, an
   example of which is the Internet .
   The content servers 22 are controlled by merchants, and contain
detailed merchant data. This merchant...his merchant content. In one
embodiment in which the present invention is implemented on the Internet
, the URL of the merchant is contained in a table in the commerce
database that...

...and browse among products offered by the merchant; learn detailed
   information regarding the merchant's return   policy ; learn about forms
   of payment accepted by the merchant; and order products. An example of...

   3/3,AB,K/3   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

00732641
 COMPUTER SYSTEM AND COMPUTER-IMPLEMENTED METHOD FOR ELECTRONIC COMMERCE
 SYSTEME   INFORMATIQUE   ET   PROCEDE   INFORMATIQUE   DESTINES   AU   COMMERCE
   ELECTRONIQUE
Patent Applicant/Assignee:
 FRICTIONLESS COMMERCE INCORPORATED, 400 Technology Square, Cambridge, MA
    02139, US, US (Residence), US (Nationality)
Inventor(s):
 GUTTMANN Robert H, 100 Saint Mary's Street #5, Boston, MA 02215, US,
 MOUKAS Alexandros G, 100 Memorial Drive #11-14A, Cambridge, MA 02142, US,

 KLEINER Alexander F III, 74 Knoll Street, Roslindale, MA 02131, US,
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    Street, Boston, MA 02109, US,
Patent and Priority Information (Country, Number, Date):
 Patent: WO 200045628 A2 20000810 (WO 0045628)
 Application: WO 2000US3248 20000208   (PCT/WO US0003248)
 Priority Application: US 99119183 19990208
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
 AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
 GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
 MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA
 UG UZ VN YU ZA ZW

```
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
```
Publication Language: English
Filing Language: English
Fulltext Word Count: 14614

English Abstract

French Abstract

Patent and Priority Information (Country, Number, Date):
  Patent: ... 20000810
Fulltext Availability:
  Detailed Description
  Claims
Publication Year: 2000

Detailed Description
... credit card processing have been around for some time, the advent and
  popularity of the Internet has given new meaning to the term electronic
  commerce." Today, electronic commerce over the · Internet involves a
  broad range of issues including the economics of Internet pricing..
  marketing and advertising, payment mechanisms, security and privacy, .
  trust and reputation, law and contracts...

...opportunity and a threat to today's retail merchants. It is an
  opportunity because the Internet offers traditional merchants an
  additional channel to advertise and sell products to existing and new...

...for both merchants and consumers.

  Along with these opportunities, however, come great challenges. On the
  Internet , competitors' Web storefronts are only a "mouse-click away" -
  as opposed to a car-ride...and receives data to and from the sales agents
  over a network, such as the internet . The sales agents can also obtain
  information from their respective merchants and store the information...
  on the remote server take place over a network such as an intranet or the
  Internet . Buyer agent 14 obtains a set of customer objectives from
  customer IO. The customer objectives...of a notebook computer, customer
  IO is asked, "Do you need fast access to the Internet ?" and "Do you i o
  intend to play games on your computer?". Hand-crafted heuristics...

Claim
... r. a r r..
  Payment Method - rnwo in(CM You Decide rr r re r,
   Return   Policy - more inf CM You Decide. r,,r r ro r,
  Shipping Options - mweid (ED You...

  3/3,AB,K/4   (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00579220
  SYSTEM AND METHOD FOR TRANSACTION ENABLED ADVERTISING
  SYSTEME ET PROCEDE DE PUBLICITE PERMETTANT UNE TRANSACTION
Patent Applicant/Assignee:

```
   CYBUY LLC,
   ROBINSON Sandra,
Inventor(s):
   ROBINSON Sandra,
Patent and Priority Information (Country, Number, Date):
   Patent:              WO 200042593 A1 20000720 (WO 0042593)
   Application:         WO 2000US965 20000114   (PCT/WO US0000965)
   Priority Application: US 99115985 19990115
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
   AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH
   GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
   MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
   GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY
   DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML
   MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 26425
```

English Abstract
   A transaction enabled advertising system (10) includes an advertisement
database (43) for storing ads, and a web server (26) operatively
connected to a browser (12) for receiving user characteristics form the
browser (12), for causing a display of a first ad having GUI
responsiveness, from the ad database (43) corresponding to the user
characteristics to provide targeted ad delivery, and for receiving user
inputs to actuate the GUI-responsive ad to engage in and complete an
E-commerce transaction corresponding to the ad. The web server (26)
dynamically targets the first ad corresponding to the user
characteristics, and may include a neural network (40) for selecting the
corresponding first ad to be displayed to the user. The web server (26)
displays the fist ad on the browser (12) whenever the user is viewing a
predetermined webpage associated with the first ad. The transaction may
be conducted using a user-selected currency.

French Abstract
   L'invention concerne un systeme publicitaire (10) permettant une
transaction, qui comprend une base de donnees (43) publicitaires destinee
a stocker des annonces publicitaires, et un serveur Web (26) relie
fonctionnellement a un explorateur (12). Ledit serveur Web permet de
recevoir des caracteristiques utilisateur depuis ledit explorateur (12),
afin d'afficher une premiere annonce publicitaire presentant une rapidite
de reaction d'interface utilisateur graphique (GUI), provenant de la base
de donnees (43) d'annonces publicitaires correspondant aux
caracteristiques utilisateur, de distribuer des annonces publicitaires,
et de recevoir des entrees utilisateur destinees a activer la rapidite de
reaction d'interface utilisateur graphique permettant de lancer et
d'executer une transaction de commerce electronique correspondant a
l'annonce publicitaire. Le serveur Web (26) cible dynamiquement la
premiere annonce publicitaire correspondant aux caracteristiques
utilisateur, et peut comprendre un reseau neural (40) destine a
selectionner la premiere annonce publicitaire correspondante a afficher
pour l'utilisateur. Ce serveur Web (26) affiche la premiere annonce
publicitaire sur l'explorateur (12) lorsque l'utilisateur visualise une
page Web determinee associee a la premiere annonce publicitaire. La
transaction peut etre executee au moyen d'une monnaie selectionnee par
l'utilisateur.

```
Patent and Priority Information (Country, Number, Date):
   Patent:              ... 20000720
```

Fulltext Availability:
  Detailed Description
  Claims
Publication Year: 2000

Detailed Description
... commerce services.

    Advertising is one of the two main sources of revenue for owners of
    Internet 0 websites. Total revenue is projected to grow exponentially
    over the next few years,
    as...

...by technology companies but increasingly, 0 more mainstream consumer
   goods companies are allocating budgets to Internet advertising. For
   example, Volvo spent $ 1 million on-line out of a total campaign budget
   ...

...raising customer awareness of websites. It does little to exploit the
   interactive capabilities of the Internet .

    The majority of on-line advertising space is unsold. Estimates vary, but
    it is estimated...

...find ready audiences in both websites and advertisers.

    The second major source of revenue for Internet websites is
    transactions.

    There has been a lot of media comment about on-line transactions...

...an order of magnitude greater than consumer transactions in the next few
   years.

    To date, Internet advertising has been viewed as being of minor
    strategic importance by traditional advertising agencies. Hence...
    advert/advertisement is an item or piece of content, for example,
    information available on the Internet such as text, graphics, GIF,
    JPEG, shockwave, button, etc. which is delivered to a viewer...may have
    access to the system IO through their browsers 12 and thence through the
    Internet 14 using a TEA website on the TEA web server 16, which is
    generally available...

...in which users or consumers utilizing their web browsers 12 to access
   websites through the Internet 14, including websites 18 corresponding
   to specific venue sites of venue partners of the system...

...20 stored in the web server 16 of the system IO and accessible through
   the Internet 14. Consumers view both sites 18, 20 through their
   browsers, while click-throughs; and other...

...he is and/or when s/he is browsing the World Wide Web and other
   Internet sites. There is substantial processing from the time the web
   browser 12 requests an ad...is widely used for transaction processing,
   and
   order management, and as customer service software for Internet
   commerce.

    5 TRANSACT is used for handling the transaction web server 48 of the TEA
    ...to use and requires no effort on the client side if a browser such as
    Internet Explorer or Netscape is used.

The order form appears on the browser 12 on the...in an Oracle relational database.

The prevention of unauthorized access to computers connected to the Internet is an imperative. Commercial websites are especially vulnerable because they contain financial information, such as...

...on separate systems connected to the web server systems, rather than directly connected to the Internet 14. There may also be additional firewalls between these system, to restrict network 1 5...

...Sybase SQL Server. Supported browsers include Netscape Navigator 4.03 or higher, and/or Microsoft Internet Explorer 4.0 or higher.

2 0 The ENGAGE software may be performed using web servers such as Netscape Enterprise Server and/or Microsoft Internet Information Server 3.0 on Windows NT 4.0, and running as operating systems either...

...substantially adjacent to content 80 already displayed at the webpage 82 of, for example, the Internet Movie Database. Accordingly, the TEA 78 is related to the content of the website 82...

...apropos to the content of the underlying website 82 which, in this example, is the Internet Movie Database. The use of a trademark 88, slogan, or other indicators convey to the...from the general inability to monitor activities across the de-coupled systems connected to the Internet , in addition to the complexity of being able to track visitors' transactional success out from...types of products. In addition, security information may be displayed and highlighted, and available 0 return policy information may also be displayed and highlighted.

The present order taking template may let a...establish automatic links to lead wholesalers as well as multiple suppliers through, for example, the Internet using the TCP/IP and HTTP protocols, and alternatively may use low-tech links to...information, such as credit card info that the customer is not comfortable sending over the Internet . Some customers may still be unwilling to finalize credit card transactions over the Internet . By giving these late adopters the ability to finalize the transaction over the telephone, the...consumer.

The system IO utilizes the data capabilities and the global extent of the 5 Internet as a preferred communications medium, but the system 1 0 may also be used in...convenient services, and secure and reliable transactions.

.5 The TEA system I 0, through the Internet and/or other communication media, is a global business system, with multiple channels of distribution...
...by the TEA system 1 0 or on-sale to vendors.

Additional opportunities outside the Internet include the expansion of the 2 5 TEA system IO into other digital interactive media...

Claim
... Dreamlife ofAnzels isanything but ethereal.
 F Gr 5@
. Weo
 5/12
 A 0 Flersonalize
 The Internet Movie Datahase

```
     I All
     Prepare yourself for the biggest, best, most
     award-winning movie site...
```

3/3,AB,K/5   (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00566641
 **METHOD AND APPARATUS FOR VERIFYING PRODUCT SALE TRANSACTIONS AND PROCESSING
    PRODUCT RETURNS**
 **PROCEDE   ET   APPAREIL   POUR VERIFIER LES OPERATIONS DE VENTE DE PRODUITS ET
    POUR TRAITER LES RENVOIS DE PRODUITS**
Patent Applicant/Assignee:
 NINTENDO OF AMERICA INC,
 JUNGER Peter J,
Inventor(s):
 JUNGER Peter J,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200030014 A1 20000525 (WO 0030014)
  Application: WO 99US26460 19991110 (PCT/WO US9926460)
  Priority Application: US 98108170 19981113; US 99119631 19990211
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
  GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
  MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN
  YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT
  BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA
  GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 20033

English Abstract
  A product registration system for verifying product returns. The system
  stores product and return policies information on purchased product in
  central computer system (14). Registration information on purchased
  products sold at terminal (2) of local retailer (6) are transferred to
  the retailer's local database (8). When a product is being returned an
  operator terminal (11) is used by a store clerk to locate pertinent sales
  information in the local database (8). A communication channel (12) is
  provided between the retailer computer system (6) and a central computer
  system (14) which stores product transactions and product registration
  data for a number of different retailer computer systems (6) and other
  manufacturers. Compliance with return policies are checked prior to
  accepting a product for return.

French Abstract
  L'invention concerne un systeme d'enregistrement de produits permettant
  de verifier des renvois de produits. Ce systeme est destine a memoriser
  dans un systeme informatique central (14) les donnees relatives aux
  produits et aux conditions de renvoi de produits vendus, et a transferer
  les donnees memorisees relatives aux produits vendus par le terminal (2)
  d'un revendeur (6) a la base de donnees locale (8) de ce revendeur. Si un
  produit est renvoye, un employe du magasin utilise alors un terminal
  utilisateur (11) pour extraire de ladite base de donnees locale (8) des
  donnees pertinentes concernant les ventes. Un canal de communication (12)
  relie par ailleurs le systeme informatique (6) du revendeur a un systeme
  informatique central (14), destine a memoriser les donnees relatives aux
```

operations de vente de produits et a l'enregistrement des produits
provenant des systemes informatiques (6) de differents revendeurs, et
d'autres fabricants. Ce systeme permet notamment de verifier le respect
des conditions de renvoi avant que ne soit accepte le renvoi d'un
produit.

Patent and Priority Information (Country, Number, Date):
  Patent:                ... 20000525
Fulltext Availability:
  Detailed Description
  Claims
Publication Year:  2000
Detailed Description
...  or more individuals to verify that product returns satisfy the
  requirements of a company's  return   policy . This process can be
  complicated due to the fact that a particular retailer often carries...

...when the retail store accepts a product return that does not comply with
  the manufacturers  return   policy , problems result between the retailer
  and the manufacturer because the manufacturer will refuse or be...

...a retailer improperly accepts products for return that do not comply
  with the manufacturer's  return   policy . Often times the improperly
  returned products are shipped to the manufacturer and then are simply...

...overhead
  associated with additional employees and be somewhat less diligent about
  verifying compliance with the  return   policy . However, this
  alternative can increase costs due to the higher number of improper
  product returns...

...along to the consumer.

  In addition to the costs associated with verifying compliance with a
  return   policy , even proper product returns incur additional
  administrative costs.

  Examples of such costs include shipping and...

...handling proper returns.

  Manufacturers, retailers and other vendors of consumer products often
  have a standard  return   policy . For example, a retailer  return
  policy  inight allow a consumer to return a purchased product for any
  reason within a certain...

...Unfortunately, it is often difficult to monitor product returns to
  ensure proper compliance with a  return   policy . For example, a
  consumer who received a product as a gift usually will not have...usually
  impossible for the retailer to determine whether the return is in
  compliance with the  return   policy .

  In addition to the foregoing, fraudulent returns can cost product
  retailers and manufacturers significant sums...

...defective and, in fact, were several years old. Thus, customers were
  abusing the retailer's  return   policy  to exchange old products and
  upgrade to the new svstem.

  Such abuses increase costs to...

...be extremely difficult or even impossible to educate the retailer staff
with regard to each   return
  policy . This problem is compounded by the fact that manufacturers and/or
retailers may have returns...and the return handled accordingly.
Additionally, if the retail clerk is unfamiliar with the applicable
return   policy , the clerk may submit the product for return approval to
obtain the necessary information on...this identifying information is then
submitted to a rernote return approval computer system through the
internet  or the like. The return approval computer system may then
utilize the identifying information to...enforcement agencies and/or the
like. Of course, a
general access channel such as an  internet  connection may also be made
available for authorized access to the central computer system 14...

...would be made through a modem by dialing the appropriate telephone
number or through an  internet  connection.

An example of the operation of the system illustrated in FIG. I is now...
return may be accepted, assuming that the store clerk handling the return
known the applicable  return   policy  associated with that particular
product.

However, if the store clerk is uncertain of the applicable...and a
manufacturer side portion 523 which are operable to communicate over, for
example, an  internet  connection 525. Briefly, the return side portion
521 may include a personal computer 521 0...computer 5.2 1 0 may also
include a modem for direct connection to an  internet  provider through a
dedicated telephone connection 521 22. Alternatively, an  internet
connection may be made by the personal computer 52 1 0 over a corporate
network...

...computer system 5230 is capable of communicating with the return side
portion 521 over an  internet  connection though telephone connection
5232. As noted previously, other communication techniques between the
manufacturer side...

...side computer 521 0 connects to the manufacturer side computer 5230 by
way of the  internet  or through other appropriate communication
techniques. In the present example embodiment, the manufacturer side
computer...the third party service provider system may
include retailer and manufacturer validation tables containing specific
return   policy  information. Maintenance of these validation tables is
preferably the responsibility of the individual retailer, manufacturer...
include hosting of e-mail services for those accounts who do not have
their own  Internet  Service Provider (ISP) and can also handle consumer
accounts (if needed) .

Directory services are the...

...Encryption services allow the central system to encrypt (secure) data
that is transferred over the  Internet . This could be important for
securing non-private network datafiles.

This service also includes management...

...central system and it's retailer accounts to establish a private
communications channel on the  Internet , and may be implemented at the
hardware or software level. It can be very important' to maintain security
on the  Internet , yet allow transactions to perform up to requirements.

Load balancing services route transaction traffic to...

⌐ ...as a web server. These are the services that allow the central system to
  handle  Internet  browser access. It can serve and secure static content
  and hand off dynamic content requests...that generate the different types
  of files that contain the different types of data.

  The  Internet  menu system component is what an individual user (central
  system employees, accounts, and consumers) will...

Claim
... 12, wherein the local computing system
  communicates with the host system by way of an  internet  connection.

  16 A method of reducino unauthorized consumer returns of purchased
  products, comprising:
  (a) maintaining...method of claim 26, wherein establishing the electronic
  communication is achieved by way of an  internet  connection.

  28 The method of claim 23, wherein the step of transmitting product
  information is...

...41 Thesystemofclaim39,whereinthefirstandsecondinformation
  processing systems are operable to establish a communication link
  therebetween by an  internet  connection.

  42 The system of claim 39, wherein the first information processing
  system is located...


   **3/3,AB,K/6        (Item 4 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00563463
 **FULL-SERVICE RESEARCH BUREAU AND TEST CENTER METHOD AND APPARATUS**
 **PROCEDE  ET APPAREIL DE BUREAU DE RECHERCHE OFFRANT TOUS LES SERVICES ET DE**
   **CENTRE DE TEST**
Patent Applicant/Assignee:
  VIVIDENCE CORPORATION,
Inventor(s):
  WU Arthur F,
  KETCHPEL Steven P,
Patent and Priority Information (Country, Number, Date):
  Patent:             WO 200026836 A2 20000511 (WO 0026836)
  Application:        WO 99US25551 19991028   (PCT/WO US9925551)
  Priority Application: US 98106737 19981102; US 99277574 19990326
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH
  GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
  MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA
  ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH
  CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW
  ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 19919

English Abstract
  A centralized full-service research bureau and test center method and

apparatus is provided, which assists a customer, typically a Web product
manager, in designing a usability test for typical tasks faced by a
visitor to the customer's site. The centralized full-service research
bureau and test center method and apparatus provides proprietary software
to administer the usability test to a pre-qualified pool of testers
meeting desired demographic constraints. The usability test measures not
only the visitor's success in achieving objectives, but also prompts a
tester for context-specific feedback ranging from aesthetics to behavior.
Statistics are aggregated across the testing population and presented not
just as data, but with recommended actions backed up by analysis.

French Abstract
  On decrit un procede et un appareil centralise de bureau de recherche
offrant tous les services et de centre de test qui aident un client, plus
particulierement unestionnaire de produits web a concevoir un test
d'utilisation relatif aux taches specifiques que rencontre un visiteur du
site du client. Le procede et l'appareil centralise de bureau de
recherche offrant tous les services et de centre de test utilisent un
logiciel prive pour gerer et envoyer le test d'utilisation a un groupe
prequalifie de testeurs repondant a des contraintes demographiques
desirees. Le test d'utilisation mesure non seulement le succes du
visiteur a atteindre les objectifs, mais demande egalement a un testeur
son avis dans le cadre du contexte specifique cet avis concernant des
questions qui vont de l'esthetique au comportement. Les statistiques
correspondant a la population ayant participe au test sont regroupees et
presentees non seulement sous forme de donnees mais avec des
recommandations renforcees par l'analyse.

Patent and Priority Information (Country, Number, Date):
  Patent:                 ... 20000511
Fulltext Availability:
  Detailed Description
Publication Year:  2000

Detailed Description
...  willing
  buyers didn't purchase an item or service because they didn't understand
  the   return   policy .
  4. Little in-depth testing. Traditional user testing methods, such as for
  example usability laboratories...an advertisement or other negatively
  priced information distributed over a computer network such as the
  Internet . It is the business of brokering the buying and selling of the
  attention of users...according to the invention. In a preferred
  embodiment, any person or tester connects to the  Internet  through a
  tester Web browser 400 and thereby connects to a centralized service,
  such as...collection and test moderation.

  The version described in this document is implemented to work with
  Internet  Explorer, though a clearly designed interface to the browser
  functions permits the easy development of...the elapsed time for the
  current log entry.

  Intemet Explorer Specific Details
  Extended Web Browser,  Internet  Explorer version (see Fig. 14)
  The Test Browser is a MFC application of the "Multiple...Name
  b) Email
  c) Gender
  d) Age
  e) Zip Code
  f) Profession
  g) Years on  internet

    h) General Interests
    i) Monitor size
    j) OS Type
    k) Connection speed
    1) Home, office...


    **3/3,AB,K/7        (Item 5 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00364238
 **JOINT FLOW CONTROL MECHANISM IN A TELECOMMUNICATIONS NETWORK**
 **MECANISME   DE   CONTROLE   DE   FLUX   EN   COMMUN   DANS   UN   RESEAU   DE**
    **TELECOMMUNICATIONS**
Patent Applicant/Assignee:
  ASCOM NEXION INC,
  MANNING Thomas A,
  CALDARA Stephen A,
  HAUSER Stephen A,
  SHERMAN Alan D,
Inventor(s):
  MANNING Thomas A,
  CALDARA Stephen A,
  HAUSER Stephen A,
  SHERMAN Alan D,
Patent and Priority Information (Country, Number, Date):
  Patent:             WO 9704563 A1 19970206
  Application:        WO 96US11935 19960718  (PCT/WO US9611935)
  Priority Application: US 951498 19950719
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IL IS JP
  KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD
  SE SG SI SK TJ TM TR TT UA UG US UZ VN KE LS MW SD SZ UG AM AZ BY KG KZ
  MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
  CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 12228

English Abstract
    A mechanism enabling plural queues (Qx-Qz) in a down stream
    telecommunications network element (12) to be treated as a single joint
    queue for purposes of connection-level flow control. A pointer in at
    least one queue descriptor points to a queue descriptor in which is
    maintained a set of shared, joint counters. Other flow control elements
    are maintained individually with respect to each queue descriptor. This
    mechanism enables flow control elements associated with a single
    transmitted queue (Qa) to flow control plural connections terminating in
    plural queues associated with a single processor (13).

French Abstract
    Mecanisme permettant a plusieurs files (Qx a Qz) dans un element de
    reseau de telecommunications aval (12) d'etre considerees comme file
    unique commune a des fins de controle de flux au niveau connexions. Un
    pointeur dans au moins un descripteur de file pointe vers un descripteur
    de file ou est maintenu un ensemble de compteurs communs partages.
    D'autres elements de controle de flux sont maintenus individuellement par
    rapport a chaque descripteur de file. Ce mecanisme permet a des elements
    de controle de flux associes a une file unique emise (Qa) d'assurer le

controle de flux de plusieurs connexions aboutissant a plusieurs files
associees a un seul·processeur (13).

Patent and Priority Information (Country, Number, Date):
  Patent:                    ... 19970206
Fulltext Availability:
  Detailed Description
Publication Year:  1997

Detailed Description
...  used
  to monitor and limit both dynamic and allocated bandwidth.

  In a setting involving purely  internet  traffic, only the
  dynamic portions of the mechanism may be of significance.
  In a setting...intra-switch transmission of further allocated cell
  traffic for that connection.

  The per-connection buffer  return    policy  is to return
  buffers to the allocated pool first, until the A-BS Counter
  222...


  3/3,AB,K/8       (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00364232
  **MINIMUM GUARANTEED CELL RATE METHOD AND APPARATUS**
  **PROCEDE ET APPAREIL PERMETTANT UN DEBIT DE CELLULES MINIMAL GARANTI**
Patent Applicant/Assignee:
  ASCOM NEXION INC,
  MANNING Thomas A,
  CALDARA Stephen A,
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  Patent:             WO 9704557 A1 19970206
  Application:        WO 96US11936 19960718   (PCT/WO US9611936)
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  AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IL IS JP
  KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD
  SE SG SI SK TJ TM TR TT UA UG US UZ VN KE LS MW SD SZ UG AM AZ BY KG KZ
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Fulltext Word Count: 13554

English Abstract
  A method and apparatus for providing a minimum per-connection banwidth
  guarantee and the ability to employ shared bandwidth thereabove in an
  environment having both virtual-connection and link-level flow control. A
  buffer pool (28) downstream of a transmitter (12) and disposed in a
  receiver (14) is divided among a first portion dedicated for allocated
  bandwidth cell traffic (300) and a second portion for dynamic bandwidth

cell traffic (128). Link flow control enables the receiver buffer (28)
sharing while maintaining the per-connection bandwidth guarantee. No
cell-loss due to buffer overflows at the receiver (14) is also
guaranteed, resulting in high link-utilization in á frame traffic
environment, as well as low delay in the absence of cell retransmission.
A higher and thus more efficient utilization of receiver cell buffers
(28) is achieved.

French Abstract
   L'invention concerne un procede et un appareil qui fournit une garantie
de largeur de bande minimale par connexion et qui permet d'utiliser une
largeur de bande partagee dans un systeme ayant une connexion virtuelle
et une regulation du flux au niveau des connexions. Un ensemble memoire
tampon (28) place en aval du transmetteur (12) et dispose dans un
recepteur est divise en une premiere partie pour le trafic de cellules en
largeurs de bandes allouees (300) et une seconde partie pour le trafic de
cellules en largeurs de bandes dynamiques (128). Un regulateur du flux
dans les connexions permet de partager la memoire tampon (28) du
recepteur, tout en maintenant la garantie de largeur de bande par
connexion. L'absence de pertes de cellules par suite d'un debordement
d'une memoire tampon dans le recepteur (14) est egalement garantie, ce
qui permet une utilisation intensive des connexions dans un environnement
de trafic de trames, ainsi qu'un retard court en cas d'absence de
retransmission de cellules. Cela permet une utilisation intensive, et
donc plus efficace, des memoires tampons (28) des recepteurs de cellules.

Patent and Priority Information (Country, Number, Date):
  Patent:              ... 19970206
Fulltext Availability:
  Detailed Description
Publication Year:  1997

Detailed Description
... used
   to monitor and limit both dynamic and allocated bandwidth.

   In a setting involving purely  internet  traffic, only the
   dynamic portions of the mechanism may be of significance.

   In a setting...intra-switch transmission of further allocated cell
   traffic for that connection.

   The per-connection buffer  return   policy  is to return
   buffers to the allocated pool first, until the A BS Counter
   222...


   3/3,AB,K/9      (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00364231
 **LINK BUFFER SHARING METHOD AND APPARATUS**
 **PROCEDE ET APPAREIL DE PARTAGE DE TAMPONS DE LIAISON**
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Patent and Priority Information (Country, Number, Date):
    Patent:            WO 9704556 A1 19970206
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    SE SG SI SK TJ TM TR TT UA UG US UZ VN KE LS MW SD SZ UG AM AZ BY KG KZ
    MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
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Publication Language: English
Fulltext Word Count: 23645
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English Abstract

   A method and apparatus (12', 14') for providing buffer state accounting
at a link level, otherwise known as flow control, in addition to flow
control at the virtual connection level. Link flow control enables
receiver cell buffer (28') sharing while maintaining per-connection
bandwidth (20') with lossless cell transmission. High link level update
frequency is enabled without a significant sacrifice in overall link
forward bandwidth (20). A higher and thus more efficient utilization of
receiver cell buffers (28') is achieved.

French Abstract

   Procede et appareil (12', 14') permettant de fournir un decompte de
l'etat de tampons au niveau d'une liaison, autrement appele le controle
de flux, en plus du controle de flux au niveau de la connexion virtuel.
Le controle de flux de liaison permet le partage des tampons (28') des
cellules receptrices tout en maintenant la largeur de bande par liaison
(20') avec une transmission cellulaire sans perte. Une frequence elevee
de mise a jour du niveau liaison est rendue possible sans perte
significative en largeur de bande avant totale de liaison. On parvient
ainsi a une utilisation plus importante et par consequent plus efficace
des tampons cellulaires recepteurs (28').

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Patent and Priority Information (Country, Number, Date):
    Patent:            ... 19970206
Fulltext Availability:
    Detailed Description
Publication Year:  1997
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Detailed Description
... used
    to monitor and limit both dynamic and allocated bandwidth.

    In a setting involving purely internet traffic, only the
    dynamic portions of the mechanism may be of significance.
    In a setting...intra-switch transmission of further allocated cell
    traffic for that connection.

    The per-connection buffer return   policy is to return
    buffers to the allocated pool first, until the A -BS- Counter

222...


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   3/3,AB,K/10        (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00363224
PRIORITIZED ACCESS TO SHARED BUFFERS
ACCES PAR ORDRE DE PRIORITE A DES TAMPONS PARTAGES
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  Application: WO 96US11920 19960718   (PCT/WO US9611920)
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  MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
  CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 12103

English Abstract
   In a link-level flow controlled system, a method and apparatus providing
   the ability to partition a buffer resource among multiple prioritized
   buffer subsets through definition of at least one threshold, the buffer
   resource being shared by a plurality of connections. Different categories
   of service levels, in terms of delay bounds, are thus enabled. The
   presently disclosed link-level flow controlled system provides for zero
   cell loss. The shared buffer resource is divided among N priority pools,
   defined by N-1 threshold levels, each priority pool attributable to a
   respective category of service. Link-level counters and registers,
   disposed in a transmit element, as well as an indication of priority
   level associated with each connection, are employed in realizing the
   shared buffer resource.

French Abstract
   Dans un systeme a flux de niveau liaison commande, un appareil et un
   procede permettent de decouper une ressource tampon en multiples
   sous-ensembles tampon soumis a priorite en definissant au moins un seuil,
   la ressource tampon etant partagee par plusieurs connexions. On valide
   ainsi differentes categories de niveaux de service, en termes de limites
   de temps de propagation. Le systeme a flux de niveau liaison commande de
   l'invention est a meme de fournir un niveau zero de perte de cellules. La
   ressource tampon partagee est divisee en reserves de priorite N, definies
   par des niveaux de seuil N-1, chaque reserve de priorite pouvant etre
   attribuee a une categorie de service respective. Pour realiser la
   ressource tampon, on emploie des compteurs et des registres de niveau
   liaison, places dans un element de transmission, ainsi qu'une indication

du niveau de priorite associe a chaque connexion.

Patent and Priority Information (Country, Number, Date):
  Patent: ... 19970206
Fulltext Availability:
  Detailed Description
Publication Year: 1997

Detailed Description
... used
  to monitor and limit both dynamic and allocated bandwidth.
  In a setting involving purely internet traffic, only the
  dynamic portions of the mechanism may be of significance.

  In a setting...switch transmission of further allocated cell
  - 27 traffic for that connection.

  The per-connection buffer return   policy is to return
  buffers to the allocated pool first, until the A BS Counter
  222...
?